



S SAFETY Q QUALITY D DELIVERY C COST IMPACT ANALYSIS

Purpose: Identify (estimate) the potential safety, quality, delivery and cost consequences, both positive and negative related to your new best practice.

INSTRUCTIONS

Step 1: Review SQDC Ratings

Using data you've collected and some educated estimating, reference the SQDC ratings on pages two and three of this document to determine the positive, negative or null potential impact your new Best Practice will have on safety, quality, delivery and cost.

Each component has 7 options to choose from. Based on the definition for each rating in the category, identify the most accurate representation of the impact your new Best Practice will have.

MAJOR POSITIVE IMPACT	MODERATE POSITIVE IMPACT	MINOR POSITIVE IMPACT	NO IMPACT	MINOR NEGATIVE IMPACT	MODERATE NEGATIVE IMPACT	MAJOR NEGATIVE IMPACT
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Safety, Quality, and Delivery definitions will include a range of percentages to help guide your decision and Cost definitions include a time-bound dollar range to help guide your decision.

Step 2: Enter the ratings into the survey for each component

After determining the definition that best fits your needs and matching it to the corresponding number, select the appropriate impact in the Best Practice Guided Experience tool.

SAFETY *(your people)*

Definition: Our first consideration. The condition of being protected from or unlikely to cause danger, risk, or injury. Expose someone or something valued to danger, harm, or loss.

MAJOR POSITIVE IMPACT	MODERATE POSITIVE IMPACT	MINOR POSITIVE IMPACT	NO IMPACT	MINOR NEGATIVE IMPACT	MODERATE NEGATIVE IMPACT	MAJOR NEGATIVE IMPACT
(-100%) Eliminates, substitutes, or engineers out a major hazard that has potential to result in fatality or catastrophic environmental damage.	(-20% to -99%) Has potential to prevent serious injuries that require hospitalization and long-term physical impairment. Often involves PPE. May reduce the chance for environmental damage.	(-1% to -19%) Has potential to prevent minor injuries and eliminate minor hazards. Often involves administrative controls.	(0%) This Best Practice has no impact on safety either positive or negative.	(+1% to +19%) Could cause minor injuries resulting in light duty work or on-site first aid treatment. Could cause minor intermittent negative interruptions to the work environment.	(+20% to +99%) Could cause serious injuries, resulting in hospitalization and long-term physical impairment. Could cause short-term environmental damage.	(+100%) Increased likelihood for loss of life to employees or customers or result in catastrophic environmental damage.

QUALITY *(your customers)*

Definition: Your ability to meet your customers' expectations consistently and flawlessly, reducing errors that cause customer abandonment or diminishes your reputation as a Trusted Expert

MAJOR POSITIVE IMPACT	MODERATE POSITIVE IMPACT	MINOR POSITIVE IMPACT	NO IMPACT	MINOR NEGATIVE IMPACT	MODERATE NEGATIVE IMPACT	MAJOR NEGATIVE IMPACT
(+100% to +50%) Increased ability to meet customers' expectations leading to major positive impact on reputation.	(+49% to +20%) Increased ability to meet customers' expectations leading to moderate positive impact on reputation.	(+19% to +1%) Increased ability to meet customers' expectations leading to minor positive impact on reputation.	(0%) This Best Practice has no impact on quality either positive or negative.	(-1% to -19%) Decreased ability to meet customers' expectations leading to minor negative impact on reputation.	(-49% to -20%) Decreased ability to meet customers' expectations leading to moderate negative impact on reputation.	(-100% to -50%) Decreased ability to meet customers' expectations leading to major negative impact on reputation.



DELIVERY

Definition: The ability to consistently meet the customer's or businesses' expectations for timeliness and efficiency consistently.

MAJOR POSITIVE IMPACT	MODERATE POSITIVE IMPACT	MINOR POSITIVE IMPACT	NO IMPACT	MINOR NEGATIVE IMPACT	MODERATE NEGATIVE IMPACT	MAJOR NEGATIVE IMPACT
(-100% to -50%) Has been shown to significantly improve process cycle time, process capability, or process delivery rate. May eliminate a major business process altogether.	(-49% to -20%) Has been shown to moderately improve process cycle time, process capability, or process delivery rate. May eliminate a major business process altogether.	(-19% to -1%) May slightly improve process cycle time, process capability, or process delivery rate.	(0%) This Best Practice has no impact on delivery either positive or negative.	(+1% to +19%) May slightly increase process cycle time, process capability, or process delivery rate.	(+49% to +20%) Has been shown to moderately increase process cycle time, process capability, or process delivery rate.	(+100% to +50%) Has been shown to significantly increase process cycle time, process capability, or process delivery rate.

COST

Definition: The total monetary and soft costs/benefits generated by the changes in Safety, Quality, and Delivery.

MAJOR POSITIVE IMPACT	MODERATE POSITIVE IMPACT	MINOR POSITIVE IMPACT	NO IMPACT	MINOR NEGATIVE IMPACT	MODERATE NEGATIVE IMPACT	MAJOR NEGATIVE IMPACT
Greater than or equal to \$1,000,000/yr. in savings or revenue.	\$250,000-\$999,999/yr. in savings or revenue.	\$1-\$249,999/yr. in savings or revenue.	(\$0) This Best Practice has no impact on cost (not common).	\$1-\$249,999/yr. in additional costs or lost revenue.	\$250,000-\$999,999/yr. in additional costs or lost revenue.	Greater than or equal to \$1,000,000/yr. in additional costs or lost revenue.