



ASSURED OUTCOME DELIVERY (AOD)

SHOW-ME EVENT TABLE – QUALITY ASSURANCE

'Complete'	Baselined when dates and ownership have settled down, or when deadline is reached, whichever is the earlier (guideline often 6 to 8 weeks to enable Sponsors / Leadership team to circulate SMEs to their staff for consideration).
Organisation	By owner of the responsibility to make the Show-Me Event happen
Structure	<p>Rows Show-Me Events</p> <p>Columns</p> <ul style="list-style-type: none"> • Reference ID • Show – Me Event text • When? (date in the future) that desired change will be inspected • Owner/Who has to make it happen – accountable for delivery • Author/Authority/Who will come to look? – accountable for inspection • Where? (location) • In the context of? (process / procedure) <p>[one set of columns for first incidence, second set for the date when the Show-Me Event is observed as completed across the organisation].</p>
QA/Qualities	<ul style="list-style-type: none"> • Aim for 15 SMEs and no more than about 20 in the scope of the programme (de-duplicate or take it up a level if there are too many). • If there are objectives, about 1-3 per objective. • Must be specific event, inspectable ('show me'), binary (either has happened or hasn't). • Must be an owner (manager accountable for making it happen). • Must be someone who is coming to look (Exec, Sponsor). • If a metric / number has been requested, give warning about risk of unintended outcomes; and re-word to avoid numbers with Sponsor. Explain that operational changes (SMEs) cause numeric targets to be achieved or exceeded. • Must be possible within the scope of the Organisation's power and authority. • Once CashPoints are in place, check activity enables a CashPoint or a Public Good target – if not, why is it being done?