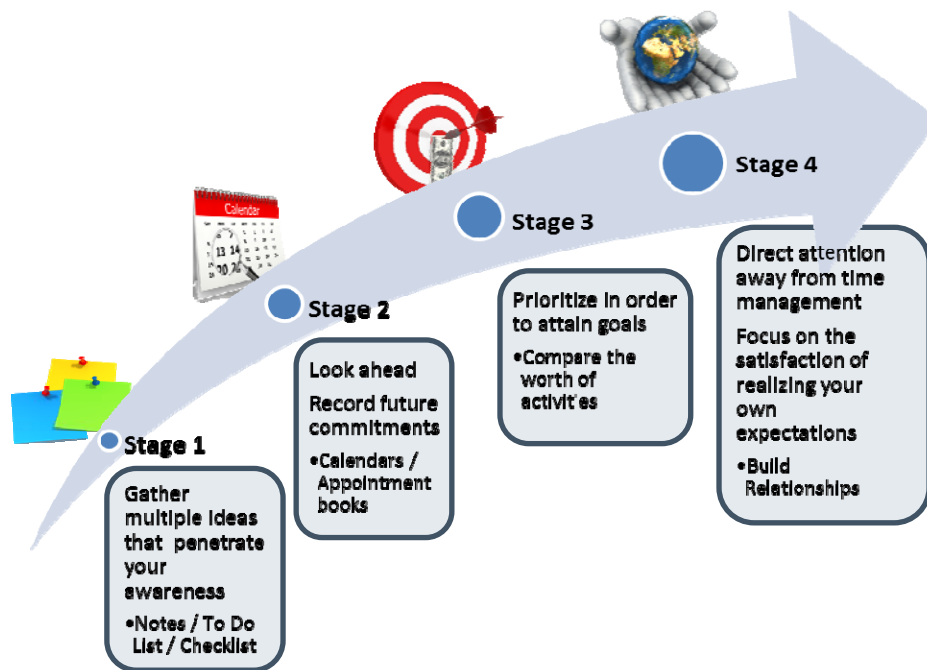


HOW TO CREATE CHECKLISTS

Checklists get repetitive activities and routines out of your brain, and let it rise above to focus on the hard stuff.

HOW	WHY
Must be precise, to the point, and easy to use - clearly set out the minimum necessary steps in a process	In complex situations they catch the small but critical stuff
Take a 're-do' approach as opposed to 'do confirm' : <ul style="list-style-type: none"> 're-do' encourages people to check items off as they go through the list and check over old work 'do confirm' tend to make people rely on memory by mentally confirming the checklist items 	Checklists can potentially synchronize the knowledge of hundreds or thousands of people involved in a process. It puts them to use in the right place, at the right time, and in the right way.
They are not ossified mandates	Make priorities clearer and ensure better functioning teams
Normal checklists pertain to everyday operations, whereas non-normal checklists deal with emergency situations	Provide protection against errors
Test it in the real world and adapt it to suite the process	Help with memory recall
Simple decisions are the first stage in creating order to eliminate choices e.g. Yes/No answers – Check mail now or later? General decisions balance competing factors or weigh the options e.g. Choosing a CRM – Junxure vs. ACT	They help build on experience and take advantage of the knowledge people have, but somehow they also help overcome inevitable human inadequacies



EVOLUTION OF ORGANIZATION