

| Project Phase | | Action Step | Notes | Responsibility | Start Date | End Date | Complete |
|---------------|----|--|--|---|-----------------|-----------------|------------|
| | | Project Documentation & Management | | | 10/13/09 | 1/22/10 | |
| Framing | 1 | Talk with Project Sponsor Regarding Engagement Letter Review | | Valerie Lee | 10/13/09 | 10/13/09 | X 10/13/09 |
| Framing | 2 | Meet with Project Sponsor to Finalize Engagement Letter | | Valerie, Andrea, Keith | 10/26/09 | 10/26/09 | X 10/26/09 |
| Framing | 3 | Engagement Letters Due | | Valerie Lee | 11/4/09 | 11/4/09 | X 11/4/09 |
| Framing | 4 | Project Plan Due | | Valerie Lee | 11/4/09 | 11/20/09 | X 11/20/09 |
| | | Input, Identification and Research | | | 11/4/09 | 11/20/09 | |
| Planning | 5 | Obtaining Input: 1st All Team RFP Process Debriefing | | Lisa, All Proposal Development Team Members | 9/1/09 | 9/1/09 | X 9/1/09 |
| Planning | 6 | Send Email to QA Team to Request Feedback from Summary of Challenges | | Valerie Lee | 10/23/09 | 11/3/09 | X 11/3/09 |
| | | Communication Plans | | | 11/6/09 | 1/22/10 | |
| Planning | 7 | Project Sponsor Weekly Update 1 | I was busy working on Aon RFI and eV8 | Valerie Lee | 11/6/09 | 11/6/09 | |
| Planning | 8 | Project Sponsor Weekly Update 2 | I was busy working on Aon RFI and eV8 | Valerie Lee | 11/13/09 | 11/13/09 | |
| Planning | 9 | Project Sponsor Weekly Update 3 | Will be on PTO from 11/26 - 11/29; will send notes on 11/25. | Valerie Lee | 11/20/09 | 11/25/09 | 11/25/09 |
| Planning | 10 | Project Sponsor Weekly Update 4 | | Valerie Lee | 12/4/09 | 12/4/09 | |
| Planning | 11 | Project Sponsor Weekly Update 5 | | Valerie Lee | 12/11/09 | 12/11/09 | |
| Planning | 12 | Project Sponsor Weekly Update 6 | | Valerie Lee | 12/18/09 | 12/18/09 | |
| Planning | 13 | Project Sponsor Weekly Update 7 | | Valerie Lee | 12/24/09 | 12/24/09 | |
| Planning | 14 | Project Sponsor Weekly Update 8 | Will be on PTO from 12/29 - 1/5; will send notes on 1/8. | Valerie Lee | 1/6/10 | 1/8/10 | |
| Planning | 15 | Project Sponsor Weekly Update 9 | | Valerie Lee | 1/15/10 | 1/15/10 | |
| Planning | 16 | Project Sponsor Weekly Update 10 | | Valerie Lee | 1/22/10 | 1/22/10 | |
| | | Approval & Consensus Building | | | 10/13/09 | 1/22/10 | |
| Planning | 17 | Get agreement from project sponsors for QA Team members | | Valerie, Andrea, Keith | 10/13/09 | 10/13/09 | X 10/13/09 |
| Planning | 18 | Send request email/phone to potential QA/Litmus Team members | | Valerie | 10/13/09 | 10/13/09 | X 10/13/09 |

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| Planning | 19 | Present prioritized list (send list by email) to Management team for discussion and selection of priorities. | Send email | Valerie | 11/20/09 | 11/20/09 | X | 11/20/09 |
| Planning | 20 | Set up an in person meeting with management team for discussion and final selection of processes. | Meeting set for 11/23 | Valerie, Hans, Andrea | 11/23/09 | 11/23/09 | | |
| Planning | 21 | Schedule QA Team meetings for December | | Valerie | 11/23/09 | 11/23/09 | | |
| | | QA Team | | | 12/7/09 | 12/28/09 | | |
| Execution | 22 | QA Review #1 | topic TBD | | 12/7/09 | 12/7/09 | | |
| Execution | 23 | QA Review #2 | topic TBD | | 12/14/09 | 12/14/09 | | |
| Execution | 24 | QA Review #3 | only if needed | | 12/21/09 | 12/21/09 | | |
| Execution | 25 | QA Review #4 | only if needed | | 12/28/09 | 12/28/09 | | |
| | | Prioritization of List | | | 11/4/08 | 11/23/09 | | |
| Planning | 26 | Review notes from feedback sessions and interviews and develop a working list of possible process improvements needed. | | Valerie | 11/4/08 | 11/23/09 | | |
| Planning | 27 | Create a methodology for prioritizing and get buy-in/approval from sponsors. | Email mgmt. team/sponsors and get input. | Valerie, Hans, Andrea, Keith | 11/4/09 | 11/23/09 | | |
| Planning | 28 | Review and cull list with management team. | Email list for consideration, then follow up with email requesting action. Schedule meeting to discuss list. | Valerie, Hans, Andrea, Keith | 11/20/09 | 11/23/09 | | |
| | | Process Documentation Work | TBD | Valerie | 12/7/09 | 1/22/10 | | |
| Execution | 29 | Initial Draft of Proposed Process Improvement #1 | TBD | Valerie | 11/23/09 | 11/30/09 | | |
| Execution | 30 | Initial Draft of Proposed Process Improvement #2 | TBD | Valerie | 11/23/09 | 11/30/09 | | |
| Execution | 31 | Email proposed processes/tools to QA Team members | TBD | Valerie | 11/30/09 | 12/7/09 | | |
| Execution | 32 | Initial Draft of Proposed Process Improvement #3 | TBD | Valerie | 11/30/09 | 12/7/09 | | |
| Execution | 33 | Initial Draft of Proposed Process Improvement #4 | TBD | Valerie | 11/30/09 | 12/7/09 | | |
| Execution | 34 | Email proposed processes/tools to QA Team members | TBD | Valerie | 12/7/09 | 12/14/09 | | |

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| Transition | 35 | Develop action plan for improvement of tools/processes | TBD | Valerie | 12/14/09 | 12/21/09 | | |
| Transition | 36 | Identify potential partners/ stakeholders for incorporation of new processes | | Valerie | 12/21/09 | 12/28/09 | | |
| Execution | 37 | Email copy of final New Processes for review and approval by Management Team | | Valerie | 12/28/09 | 1/6/10 | | |
| | | Implementing and Incorporating New Processes | | Valerie | 1/7/10 | 1/22/10 | | |