



We Don't Make Widgets

system worksheet

To learn more, visit www.changeagents.info/widgets

- To improve an organization you need to fix the systems of the organization
- Government struggles with improvement because we don't see the systems
- We don't see the systems because of the 3 myths - we believe we don't make widgets, we don't have customers and we're not here to make a profit
- Use this worksheet to bust those myths and identify at least one of your key systems
- Use the action plan on the back to radically improve the system you draw below



FACTORY

HOW I DO IT



WIDGET

WHAT I DO



CUSTOMERS

WHO I DO IT FOR



OUTCOMES

WHY I DO IT