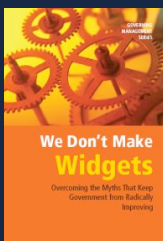


# We Don't Make Widgets

## personal action plan

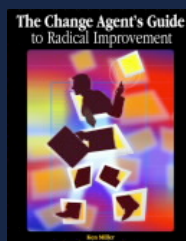
To Do	By When	Resource
Identify at least one key “widget” to improve		31
Identify the “customers” for the widget		65
Conduct focus groups or interviews with customers (emphasizing the end-users!) to determine what they want		71
Develop a set of 3-5 objective measures (with targets) that will tell you <i>proactively</i> how well you are meeting customer priorities		79
Identify ways to close the gap between customer targets and their current experience		200
Develop innovative alternatives that can better accomplish customer outcomes		99
Analyze the process to make the widget 80% faster		126-141
Validate your improvement ideas with your customers		
Celebrate your success!		

### resources available at [changeagents.info](http://changeagents.info)



We Don't Make Widgets:  
Overcoming the Myths That  
Keep Government From  
Radically Improving

Ken Miller  
Governing Books, 2006



The Change Agent's Guide  
to Radical Improvement

Ken Miller  
Quality Press, 2002