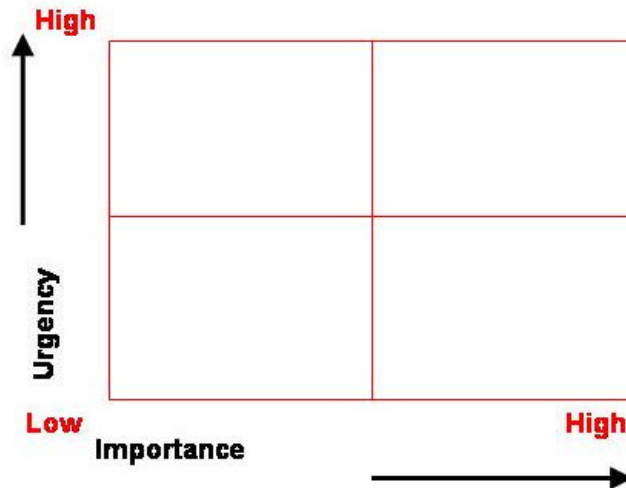




Making improvement happen: Urgent and important matrix

What is it?

- the urgent / important matrix (see picture)



Why use it?

- it helps you to focus on the things that will make a real contribution to your vision
- it's a quick and widely understood method

How do you use it?

- use it individually or in team meetings (with a flipchart)
- use it at any stage of the improvement process, but it is particularly useful when taking stock, getting started and keeping on track
- simply identify all your current and prospective tasks and projects
- assign them to one of the quadrants using post-it notes
- then you should:
 - ignore the non-urgent, unimportant tasks
 - think how you might discourage the urgent, unimportant tasks (they're just interruptions, after all)
 - develop action plans for the important, non-urgent tasks
 - take immediate action for the tasks that are urgent and important
- try not to focus solely on the urgent and important tasks or you'll just end up 'fire fighting' all the time