

No Pain; No Gain – Abstract

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In process improvement the real change occurs during the deployment phase that quite often fails.

To succeed it is required to:

1. Plan Ahead
2. Assign Appropriate Responsibility for the Deployment
3. Tell, Show, Involve – provide different types of training
4. Deal with Organizational development Issues – resistance, reward system
5. Close Loops – Ensure the processes are being used

Lessons learned from deployment efforts are presented. These lessons can be used to reduce deployment pains and to ensure gaining the benefits.

