



GB560 — Unit 3

Designing, Improving, and Implementing Processes

Unit 3 Assignment

You will be adding the information in this Assignment to the Assignment Template you used in Units 1 and 2. Please do not submit this as an individual document but as a continuation of your change document. Remember, you should not attempt to address the questions asked without first completing the required Reading (you may find you need to do additional research using the Kaplan Library or the Internet).

In this Assignment you will be evaluating implementation and continuous improvement methodologies as they relate to the Business Process Change you identified and evaluated in Units 1 and 2. Your response to these questions should be 3–5 pages in length.

Assignment Instructions

Below are the details of the tasks that you have to do for this unit:

7. Assess one specific activity to be performed within the process change. From the assessment, identify the task being evaluated. Where would that activity be performed within the organization? Who would perform the task, and who would manage, measure, and evaluate task completion? Make sure you separate out the information requested. Do not place the information in a large block paragraph.
8. Delineate and describe the differences between measuring human performance and task completion.
9. Explore Six Sigma as a method used to evaluate, measure, and encourage continuous improvement. From this exploration **create a fishbone diagram** that addresses one risk, a potential defect, or a problem that may result from the change which may impact goal attainment.
10. Address the value of your fishbone diagram as a visual representation.

Assignment submission:

Before you submit your Assignment, you should save your work on your computer in a location that you will remember. Submit this Assignment with your name, course number, section, and date to the Dropbox before the end of the unit.

[Unit 3 Assignment Grading Rubric](#)