

# Opportunity Log

## What is it?

An opportunity log is a simple tool used to capture and track potential opportunities that arise when reviewing a process. Recording key information (as per the example below), will then help you to prioritize the ideas collected.

### Benefits at a glance....

- All ideas for process improvement recorded in one place
- Opportunities can be prioritised to build an action plan

| No.        | Source                              | Description of the opportunity  | Waste identified             | Waste response   | Impact  | Effort  | Timeframe                                  | Action                                      | Owner  | Theme          |
|------------|-------------------------------------|---|------------------------------|--|---|---|--|---|--|----------------|
| ref number | How/when was opportunity identified | Use Stop/Start/Continue if relevant                                       | From Tim Woods (if relevant) | E-Eliminate; S-Simplify; C-Combine; A-Automate; R-Relocate | Scale of the impact if opportunity is implemented (H/M/L) | Level of effort required to implement the opportunity (H/M/L) | When could the opportunity be implemented? | What needs to be done to take this forward? | Name of person responsible for taking this forward | If relevant    |
| EG 1       | Process workshop                    | Cost cost is entered on spreadsheet and reconciliation form               | Over-processing              | E-Eliminate  | Medium  | Low   | After date xxx                             | Stop updating form                          | John Smith   | Record keeping |
| EG 2       | Survey                              | Start asking customers for feedback about their experience of our service | n/a                          | n/a  | High  | Low   | Next week                                  | Add question to survey                      | Jane Smith   |                |

Figure 1: Template

## When to use it?

The Opportunity Log is a key tool when looking at ways in which your current process can be improved.

## How to use it?

For each idea/change identified, complete each relevant column on [the template](#) (which includes examples and guidance notes).

See also the [Impact/Effort guidance](#) to help complete the Impact and Effort columns; and [ESCAR guidance](#) to complete that column. This information will then help you build your [Action Plan](#).

By having a named owner for the opportunity and a timeframe this will help prioritise the order in which you tackle the items on the list.

The Theme column is also useful to help you to group similar opportunities and help the team to identify where changes should be focused.

## Tips

- Process improvement is best when it includes *everyone* involved in the process, including the final customers. This ensures that the opportunities you identify will be an improvement for everyone and not just create a problem further along the process.
- When documenting the current state process, stakeholders can often start thinking how they want the process to be. Focus recommends using a 'car park' to capture these ideas so they are not lost. They can be added to the Opportunity Log so they can be considered when you start to look at improvements. Similarly, ideas raised which are not really in scope of a project or piece of work can be saved onto a log for later consideration.