

Improvementproces

1. Aanleiding & Vraagstelling

If a team can work together, it will usually heighten the efficiency and effectivity of a team and their projects.

An intern in a multidisciplinary team that all work on their own projects, this can be a problem. People have to look each other up to be able to use the multidisciplinary properties. But if you work on your own project just like the rest, this can be hard to do. The co-operation within the team has to increase.

The main issue is:

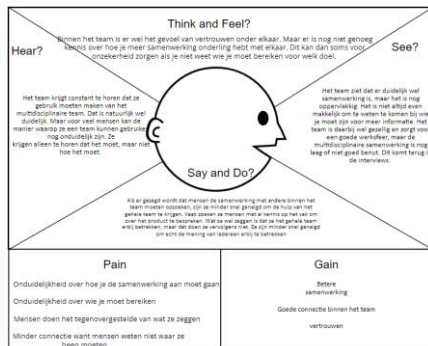
Within 20 weeks, how to increase the co-operation within the multidisciplinary team to create an efficient and effective way to work together so it can benefit the quality of the projects?

2. Emphatize/analyse

Through the use of semi-structured interviews a lot of data has been gathered. Through this data, the main cause can be defined and visualized in an effective way.

Beschrijf het team	Wat is multidisciplinair	Positieve punten MD	Goede teams	Wat wil je uit de samenwerking
Divers	Iedereen is anders	Aanvulling/uitwisseling van kennis	Goede connectie	Kom met meer opdrachten
Gemotiveerd	Verskil in opleiding	Meer invalshoeken	Professioneel als prive	Op prive meer connectie
Gezellig	Verskil in achtergrond	Vergroten van het leer effect		Zoek elkaar ook informeel op
Multidisciplinair	Verskil in beide	Verbeteren van elkaars project		Bewustheid van elkaars opdracht
Goede sfeer		Negatieve punten MD	minder goede teams	
Hechte groep		communicatie is moeilijker	Zochten geen hulp	
		het kan niet klikken	Geen connectie	
		Minder sparren	Geen communicatie	
		Kost meer tijd voor connectie		

Interview antwoorden

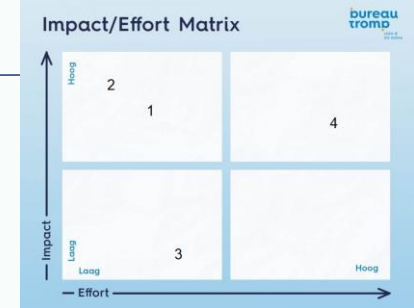


After a 5x why the main issue can be defined:

How can we increase the connectivity/bonding within a team so they can work efficiently as a team and asking for help?

3. Ideate

For the Ideate Phase the team got together to brainstorm about the problem. The goal of the brainstorm session is to think of a way to increase connectivity/bonding within the team. Through the use of mind maps, sharing of ideas and continuing on specific topics, a lot of ideas had been generated. These ideas were then categorized in 4 different categories. These categories are: Informal improvement, Formal improvements, Meeting Improvements and Introduction week improvements. The ideas are filtered to what is feasible in the impact/effort matrix.



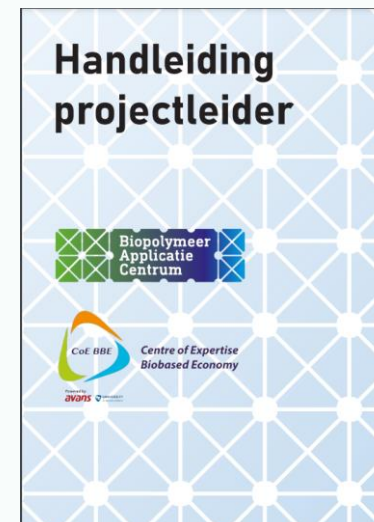
1. Verbetering vergadering	2. Verbetering introweek	3. Informele verbetering	4. Formele verbetering
Minder druk	Duidelijke planning	Spel met het team	Duidelijkheid wat de klant wilt
Alleen stagiairs	Teambuilding	Pingpong tafel	meeloop dag
Feedback moment	Intro-rondje	Gezellig houden	Langs conventies gaan
Informeel	Duidelijkheid wie wat doet	Vragen hoe het gaat	Vertrouwenspersoon
Focus op 'hier liep ik tegen aan'	Borrel		Samen projecten opstarten
	Informatie vanuit het BAC		

4. Prototype

Through the use of the impact/effort matrix 2 ideas popped out as feasible. Changes in meetings as well as the introduction week.

Meetings
From the feedback that was gotten, there were some clear changes that needed to be made. Create a low-effort, low-expectation environment for just the interns to explain their problems and see what we can do to help.

Introduction week
The introduction week is a week with a lot of potential. By focusing on teambuilding and getting their tasks clear, a project lead can do a lot more for the team.



Clarity is of major importance. So, to help the project lead, a guide with their tasks and teambuilding exercises has been created. This will allow a project lead to put more time and effort into their team

5. Test fase

As the prototype will enter the Test phase, it will enter a continuous improvement cycle. Going back and forth between the prototype phase and the Test phase. Every time it will be changed based on feedback or bottlenecks.

During the test phase a lot of feedback will be gathered for the prototypes, either through trying out or by letting others read it. This will allow it to change based on feedback



While gathering feedback, its of importance to evaluate it and check if this feedback is inline with what you had in mind for the project. Questions like 'Who is giving this feedback?' 'What would their roll be with my prototype?' are all valid questions.

Name

Vincent Cremers, Project Lead
Avans Business Administration
Werner Muller