Workplace Change Management

Choose one answer per question. Circle A, B, C, or D.

1. A service desk will replace a request spreadsheet. Which message explains the intended benefit in terms the team can check later?
   A. We want requesters to spend less time finding out whether their request was received
   B. The replacement has a new name and a brighter header
   C. The team will open the new tool on Monday
   D. The new format will become the default when the old file closes

2. A new scheduling process changes who can request a shift and who approves it. Which two groups should be consulted about how the process will work?
   A. Only staff who will never use the schedule
   B. Only the team that purchased the scheduling software
   C. People who request shifts and people who approve them
   D. Only managers who receive the published totals

3. The mailroom wants a new intake procedure to reduce average delivery wait. What should it record before the pilot?
   A. The total cost of furniture at the reception desk
   B. Delivery wait times under the existing procedure
   C. Only the number of staff who attend the launch
   D. The shortest wait after the new procedure goes live

4. A pilot group can open a new checklist but often selects the wrong category when submitting it. Which practice activity addresses the gap?
   A. Ask trainees to rate their interest in the change
   B. Have trainees copy the checklist’s name into their notes
   C. Test whether trainees know how to log into the tool
   D. Give trainees sample requests and have them classify and submit each one

5. A department can test an intake form on one routine request type before it rolls out. Which plan makes this a useful pilot?
   A. Switch every request type at once and ask for comments later
   B. Try that request type for a week, track returns, and review what needs changing
   C. Leave the trial open-ended and collect only compliments
   D. Test the form on requests that will never use it

6. The new form is required for all eligible requests. Which measure tells the team the share of eligible requests using it?

A. Eligible requests using the new form divided by all eligible requests
B. All requests divided by the number of trained staff
C. New form launches divided by the number of office locations
D. Training attendees divided by the number who were invited

7. An office changes its appointment confirmations to reduce no-shows. Which measurement tracks the intended outcome?

A. The number of changes made to the message template
B. The share of confirmations using the new format
C. The number of people trained to send confirmations
D. The share of scheduled appointments that patients or clients miss

8. The only pilot feedback so far is from daytime staff. The new procedure will also apply overnight, when staffing is lower. What should the rollout team do before generalizing?

A. Treat silence from overnight staff as an endorsement
B. Assume the same result because both shifts use the same job title
C. Test the procedure on a night shift and ask those staff where it breaks down
D. Run another daytime test and mark it as overnight feedback

9. The team has tried a new label on a small batch. It now compares errors with its prediction and reviews the reasons people gave. Which PDSA stage is it doing?

A. Study
B. Plan
C. Do
D. Act

10. A change is supposed to speed up invoice approval. Which balancing measure could reveal a downstream problem?

A. Number of reminder messages about approval times
B. Average time from receipt to approval
C. Percentage of workers trained before the launch
D. Invoices that accounting must return because information was omitted

11. Of 80 eligible requests, 56 used the new portal, 14 used email during a portal outage, and 10 used email while the portal worked. What reports use accurately and helps diagnose access?

A. Count the outage email as portal use and report 70 of 80
B. Remove all email requests and report 56 of 56
C. Report 56 of 80 overall and show the 14 outage requests separately
D. Drop the denominator and report that 56 people adopted the portal

12. The new process had 24 reworked orders out of 400 during a busy month. The previous process had 15 out of 150. Which comparison gives the rework rate for each?

A. 24% under the new process and 15% under the previous process
B. 6% under the new process and 10% under the previous process
C. 10% under the new process and 6% under the previous process
D. 39% under both processes combined

13. Before a trial, a team agreed it would pause if more than two requests in any day could not be reopened. On the first day, three could not be reopened. What follows from the agreed condition?

A. Expand to the next department to see whether it also happens there
B. Continue because the average over a week may stay below two
C. Delete the three cases from the trial totals
D. Pause the trial, use the agreed fallback, and investigate the reopening problem

14. A site cut wait times by moving a review earlier. A second site lacks the reviewer used in the trial, but can assign a trained backup. What is a useful next step?

A. Test the earlier review with the trained backup at the second site and check that wait times and quality still improve
B. Copy the trial’s duty list without identifying someone to review
C. Require all sites to launch on the same day regardless of coverage
D. Compare only the job titles across sites

15. The rollout team will leave after the new process has reached its goals. Which handoff gives the department the best chance of keeping the improvement?

A. End all monitoring after the first week of strong results
B. Archive the project slides and leave daily practice undocumented
C. Name a local owner, update the routine instructions, and schedule a review of adoption and the original outcome
D. Keep the decisions with the temporary project team after disbanding it