

VARIOUS ROLES AND RESPONSIBILITIES OF A TEAM DURING THE LIFE OF AN IMPROVEMENT EFFORT

Team Responsibilities	Team Member	Team Leader	Improvement Advisor	Subject Matter Expert	Management Sponsor
Using the charter	Accept and work toward the aim of the team	Keep the team meetings focused on charter	Use the charter to focus the team and give input to the team	Learn what the team is trying to accomplish	Work with team to reach consensus on the aim
Education and training for the team	Learn the model, tools, and teamwork principles; apply these methods and ideas	Communicate need for additional help	Teach or coach the team on improvement and teamwork methods	Assist with required education and training on the subject matter; help assess needs	Help supply resources (time, schedules, use of experts) for the team
Organizing and conducting effective meetings	Attend and participate in meetings; complete assigned tasks	Plan meetings; distribute agendas, minutes; conduct good meetings	Focus on the team decision-making process	Observe meetings and help leader and sponsor	Periodically, attend meetings and participate, if needed
Using the Plan-Do-Study-Act Cycle	Participate in planning, data collection, study, and action	Organize team activities and assignments using the cycle	Assist the team to collect and analyze data and run effective tests	Furnish knowledge about the change being tested	Allocate resources and remove barriers to help teams take action for improvement
Communicating the status and results of the team	Share experience with coworkers	Serve as liaison to others outside the team	Help leader and sponsor summarize status		Keep abreast of team progress and report status to management