

RECIPE FOR SUCCESS: Factors for Sustainability

To ensure that your change is a long-lasting one, periodically consider the factors listed on the right for sustainability.

SUBSTANCE OF THE CHANGE

Are the changes you have made:

- a good “fit” with the organization
- contributing to the strategic goals of the organization
- viewed as being central to the future
- seen as an appropriate response to the environment
- meeting customer needs
- consistent with social norms/the tide of popular opinion (“the right thing to do”)

THE PROCESS OF CHANGE

Within your unit/department/organization, are there still:

- change champions who have clear internal support for the change
- clear responsibility for change
- a strong improvement infrastructure
- high levels of communication and involvement (see Communications Worksheet – Step 4)
- diffusion beyond the original setting
- sustainability that is seen as a distinct activity