

Communications Plan

Prepared By:

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Organization:	Southern Health – Santé Sud
Facility:	Finance – Regional
Project:	Accounts Payable Process - AP Lean

Questions and Answers

	What questions do you think staff are going to ask?	Craft your response to those questions
1	Why do we have to do measures?	We require benchmarks to measure with and against. It is important because it will assist us with presenting facts that changes are being made and it will tell us where we need to improve.
2	Why do we have to change?	It's important to embrace change and consider processes that need improvement. This process has been identified as frustrating with a lot of waste. The focus of the initiative is to develop a simple process that will result in a streamlined flow of payables information with minimal errors and confusion.
3	Is Lean about cutting jobs?	Lean Six Sigma's project are not about cutting positions, it is about process improvement and eliminating waste
4	Is this a reasonable way to use our time?	Yes. The current process is broken. It fails to be efficient and effective. It is frustrating to the staff and to some of our vendors

