

## Work Categorization Exercise

### Part 1 - Individual or Group

As an individual [or small group] choose five more additional tasks to add to this list. Then individually score this list according to the key listed below.

1. \_\_\_\_\_ Performance Improvement meeting
2. \_\_\_\_\_ Returning a physician phone call
3. \_\_\_\_\_ Attending a work team's meeting
4. \_\_\_\_\_ Writing a policy
5. \_\_\_\_\_ Preparing the annual evaluation
6. \_\_\_\_\_ Facilitating the strategic planning retreat
7. \_\_\_\_\_ Following up on a patient complaint
8. \_\_\_\_\_ Rewriting a marketing release
9. \_\_\_\_\_ Changing the oncall schedule
10. \_\_\_\_\_ Going to lunch
11. \_\_\_\_\_
12. \_\_\_\_\_
13. \_\_\_\_\_
14. \_\_\_\_\_
15. \_\_\_\_\_

Mark each of these tasks according to what you believe the item to be:

Value Added (V)

Necessary (N)

Unnecessary (not rework) (U)

Rework(R)

Not Working (NW)

The total scores will be prioritized/ranked and used during process redesigning.

## Part 2 - Group Scoring

Step 1 - Refer back to your list from the start of this session.  
Do you want to change any of your scoring? If not, why not? If so, why?

Step 2- Select a recorder and total the small group's scores.

Step 3 - Next, as a group, select and list examples of each of these categories of work to share with the overall organization.

Step 4 - Select a presenter for the group and share in the general sharing time.

◆ Value Added:

- 1.
- 2.
- 3.

◆ Necessary:

- 1.
- 2.
- 3.

◆ Rework:

- 1.
- 2.
- 3.

◆ Rework:

- 1.
- 2.
- 3.

◆ Not working:

- 1.
- 2.
- 3.

◆ Other Unnecessary Work:

- 1.
- 2.
- 3.

### Small Group Sharing

#### Collect Small Group Reports

These evaluations will be incorporated into the process redesigning.