

Timeline and Benchmark Steps

Phases	Planning	Training	Data Collection & Other Inputs	Data Validation (Cleansing)	Executive Preview	Final Results Presentation
	March 29 – April 30, 2010	May 6 – May 10, 2010	May 7-June 21, 2010**	July 7 - August 2, 2010	August 20, 2010	September 13, 2010`
Project Roles	Facilitated : Hackett/ Accenture	Facilitated: Hackett	Performed: University of Missouri	Performed: University of Missouri	Performed: Hackett/ Accenture	Performed: Hackett/ Accenture
	Participants: University of Missouri	Participants: University of Missouri	Facilitated: Hackett/ Accenture	Facilitated: Hackett/ Accenture	Input / Participants: University of Missouri	Input / Participants: University of Missouri
Activities / Details	Planning Meeting <ul style="list-style-type: none"> Project overview Location structure Collection timeframe Identify project resources/team Currency considerations Discuss documentation Set up web collection tool Establish weekly status meeting Roles and responsibilities 	Training Meeting <ul style="list-style-type: none"> Benchmark methodology & timeline Roles and Responsibilities Review planning assumptions Definitions and question set Web based portal demo 	Activities <ul style="list-style-type: none"> Complete FTE worksheet and process questions Collect Stakeholder survey via portal Conduct Executive Interviews Gather directionally correct data Enter data into online portal Raise questions and issues to Hackett 	Activities <ul style="list-style-type: none"> Internally validate collected data Externally validate collected data Preliminary review of benchmark results Review selected peer group data Investigate and finalize data submission Sign off on final data* 	Activities <ul style="list-style-type: none"> Perform analysis on final data and incorporate Executive interviews and stakeholder survey responses Develop tactical recommendations and high level action plan Conduct Executive preview with client 	Executive Presentation <ul style="list-style-type: none"> Executive review of benchmark results with comparison to peer and World-Class Improvement recommendations Next steps