



Walk-through Recording Form

Use this form to record your experiences and observations from your walk-through exercise, as well as the suggestions that you've gathered from your staff.

Agency Name:

Title: *Revitalizing Senior Dining Program.*

First Contact- Making a Reservation for the Meal

Observations:	<ol style="list-style-type: none">1. Did you get a busy signal, voice mail, an automated greeting, or did a live person answer the call?2. Did the (agency name) offer you a reservation on your first call?3. Did you receive information on the program- time, donation, menu, location?4. Would you have difficulty reaching the site without access to a car?5. Does the agency offer transportation to the site if you don't have transportation?
Recommendations:	



First Meal

Observations:	<ol style="list-style-type: none">1. Was it easy to find the meal site? 2. Were parking, directions, and signage adequate? 3. Were you welcomed to the meal site in an open and friendly manner? 4. Did the site feel pleasant and welcoming or cold (negative) and harsh? 5. Were the people/participants pleasant and welcoming or cold (negative) and harsh? 6. What did you do while waiting for the meal to be served? 7. Was the meal served on time? 8. Was the meal site clean and neat and were the staff/volunteers also clean and neat? 9. Please rate the meal using the table below (5 being the best)
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	5 is the best	1	2	3	4	5
	Taste					
	Texture					
	Temp.					
	Appearance					
	Overall					
Recommendations:						

Registration

Observations:	<ol style="list-style-type: none"> 1. Did the (greater/site manager/volunteer) accompany you through the entire registration process? 2. How long did you spend at the registration task? 3. Where any of the questions on the registration form difficult to answer? 4. What was the registration process like? 5. Did you have to wait between your registration and your first meal, and if so, how long?
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Recommendations:	
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Donation Process

Observations:	<ol style="list-style-type: none">1. Was the donation process explained to you when you made the reservation?2. Was the donation signage clear and unthreatening?3. Did you feel you were able to confidentially make your donation?
Recommendations:	

MOW's Pick-up Process

Observations:	<ol style="list-style-type: none">1. Did it appear convenient for volunteers to pick up the HDM's?2. Was there good cooperation between the site manager/volunteers and drivers as meals were packaged?3. Did the HDM pick-up process affect you, as the Senior Dining participant in anyway?
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Recommendations:	
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First Meal Overview

Observations:	<ol style="list-style-type: none">1. Overall, how were you treated?2. Did you like the way the meal was served and presented?3. Was it easy to understand how to clear your dishes?4. Did you feel rushed?5. What questions or concerns should have been addressed before the first meal?6. Did you feel welcomed and were you encouraged to "come again"?
Recommendations:	



Final Considerations

1. What surprised you most during your walk-through?

2. What changes do you most want to make?

Overview:

This process improvement system is customer driven. Remember we are looking at the processes in place and how the process influences customers- process improvement not staff/volunteer/person improvement. It is extremely important to suspend judgment and just observe the process- ask yourself *how does this make you feel or how would my parents feel going thru this system?* Don't go to the next level of making value judgments. We will be identifying several opportunities for improvement and we will flow chart these out so we can see the big picture and pick the "low hanging fruit" to address first. We will be doing small process changes that can be done quickly and demonstrated that the change makes a difference in the process, tools such as the Fishbone Diagram and brainstorming will be used. This will lead to the bigger system change eventually but the beauty of this process is that it breaks down the often overwhelming task of system change into doable steps and allows small successes to be celebrated along the way; this helps maintain excitement and energy in the process vs feeling overwhelmed. We want to empower people so they have successes and we want to be seen as a partner in creating change.