

This excel spreadsheet includes 1 template for evaluating which is the best solution (based on what you know currently). It is described in more detail in the book "Running With Knickers On Your Head" which covers service improvement and design of front-line services by front-line workers.

Template 1: [Pugh Matrix](#)

Instructions

- 1) Fill out the cells with a white background
- 2) Enter the criteria that you've uncovered are important to your customers, plus any important to your project (e.g. ease of implementation)
- 3) Choose a weighting of 1-5 for the criteria. 5 being the most important, 1 being the least important. This will be used to calculate the weighted score
- 4) For each solution (including the current), choose whether it would likely perform better, the
- 5) Review the scores at the bottom. One of more of the solutions will be labelled "Best"
- 6) Bear in mind that the current situation could be the best option if the proposed changes are

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