**LA 5-2:  Assess the Rapid Results website advice.  Explain a situation where you might apply it and one in which you would not – be specific by use of examples**

**Response 1:**

Rapid Results is "is a structured process that mobilizes teams to achieve tangible results over a rapid time frame and accelerate organizational learning." One situation where I might use this process is outbound shipments. I would like to create a shipping program where if customers pay a small fee, they can get their online orders shipped to the next business day or a 2-day shipping time frame.

One situation where I would use the rapid results process is during manufacturing, I wouldn't agree to rushing how products are made because I wouldn't want to jeopardize quality.

**Response 2:**

I would apply the Rapid Results advice in my week 8 assignment that will improve the work order system for my property management company. My goal is to streamline the way my tenants submit their work order requests in an effort to speed up resolution time and improve tenant satisfaction. Since we already have a process in place, minor improvements need only be made. Additionally, I already have a running log of data gathered from my tenants and contractors so I would be able to implement the new process almost immediately simply by communicating it to the appropriate stakeholders.

I would not use this advice in a situation where the new process would require extensive training. Some improvement efforts require completely revamping the procedures that do not carry over any parts of the former process which would make a quick turnaround suggested by this advice nearly impossible. For example, introducing an entirely new software program that end users such as tenants and management alike will have to learn how to navigate. This would require the production of the software which in itself is a lengthy process, training internal users, and then launching it to the customer/tenants.