

Communication Plan

What	Who/Target	Purpose	When/Frequency	Type/Method(s)	Owner
Project Status Communication	BPI Project Team Members and Core Project Team Members	Inform the project team of the current project status, any new risks and the plan for mitigating them, and plans for next steps.	Bi-weekly status meetings every other Monday.	Conference/Lync Call (see meeting invite for details)	Project Facilitator
Project Phase Completion Communication (Milestone Reviews)	BPI Project Team Members and Core Project Team Members	Summarize the activities that took place during the completed phase and the results that were obtained. Review the phase checklist to ensure completion of all necessary tasks. Determine if team is ready to begin next phase, and if so, summarize what will occur during next phase.	At completion of phase, scheduled in advance by BPI Project Facilitator and adjusted as needed.	In-person meeting whenever possible, otherwise conference call.	Project Facilitator
Project Closing Communication	BPI Project Team Members, Core Project Team Members, and Extended Project Team Members	Summarize the activities that took place during the project and the results that were obtained. Review implementation plans and timeline for implementation. Discuss lessons learned. Determine health check dates.	At completion of Improve phase, scheduled in advance by BPI Project Facilitator and Core Project Team Members.	In-person meeting	Project Facilitator and Core Project Team Members
Project Health Check Communication	BPI Project Team Members and Core Project Team Members	Discuss current status of the implementation. If already implemented, discuss any measured results. If survey has been completed (customer/employee), discuss results.	6 and 12 months following project closing meeting or as determined during project closing meeting.	In-person meeting	Project Facilitator
Employee Satisfaction Survey	Staff who participate in the execution of the defined use cases.	Gather information from the employees who participate in the process execution about how they are adapting to the new process and what they like and dislike. This activity will provide information the core team can use to adjust the process and make improvements.	Tentatively 6 months after project closing meeting, but no earlier than 1 month after implementation. Determined during project closing meeting.	Survey Gizmo (or other survey tool)	Project Facilitator

Last update: 10/16/2015