**Maturity Model Assessment v8.0**

**Improvement Plan Instructions**

The Maturity Model (MM) Assessment v8.0 Improvement Plan helps MM facilitators and teams to document their analysis of assessment results, establish a plan to strengthen the healthcare supply chain, and identify/remove constraints that inhibit improvement. The following instructions will help teams make changes that drive supply-chain results:

1. **Name**/Program — Provide a name for the assessment that is identical to that provided on the actual assessment (e.g., country, other location).
2. **Geography** — Define the location (e.g., Country and Region/State/ County/ Organization.)
3. **Date:** Include the date that the Commitment sheet is being completed.
4. **Assessment Score:** Include the score across all categories as shown on the Assessment Output. This number will be between 1 (canvas) and 5 (accredited).
5. **Prioritize improvement actions** — Each team member should contribute 5 to 10 improvement ideas based on the Assessment Output they’ve been shown. The team should group similar ideas into a common action, and then plot the actions according to a 2X2 matrix of difficulty (x axis) by performance impact (y axis) (*see below*).

**2X2 Matrix**

The matrix will help the team in prioritizing actions (e.g., high impact/low difficulty are likely to be pursued immediately), but other actions with high impact and greater difficulty may supersede others because of their importance.

1. **Maturity Category** — Identify which of the 20 Maturity Categories the action(s) will impact.
2. **Action Plan** — Clearly identify the improvement actions to be implementef possible, define the commitment as a SMART goal (**S**pecific, **M**easurable, **A**chievable, **R**ealistic, and **T**imely).For example: *Define the max/min inventory counts for all Essential Medicines in the designated warehouse.*
3. **Resources Required** — Identify materials and/or tools required to accomplish the commitment. For example:*Need training, additional staffing, and software application to record and track inventory, training materials for how to establish min/max, funding to support training and implementation activities.*
4. **Person Responsible** — Identify the individual(s) responsible for monitoring, documenting, and completing the commitment. For example: *John Doe, Warehouse Manager.*
5. **Person or Group to Contact for Help** — Identify the individual(s) or entity(ies) who can provide support and/or resources to complete the commitment. For example: *Health coordinator, supply-chain expert.*
6. **Target Date Completion** — Indicate a date, month, and year when the commitment will be completed. For example: *Jan. 15, 2020*.
7. **Status as of date** — Record the date(s) that status is/are reviewed and summarize progress. Add columns for multiple status updates as necessary. For example: *Dec. 15, 2019 — Warehouse team trained in calculating min/max levels and have begun to set min/max for some Essential Medicines.*