Steps involved		Using ImproveWell
Identify which audiences to involve in the initiative	→	Pre-launch workshop with ImproveWell Customer Success Team provides guidance on rollout, timelines, processes and launch materials
Confirm who will be responsible for leading the initiative	→	Comprehensive training and materials provided for key stakeholder groups by ImproveWell Customer Success Team
Confirm feedback method(s) (e.g. ideas, surveys, sentiment etc.)	→	Continued consultation with ImproveWell Customer Success Team to finalise feedback methods
Confirm which data feeds will complement your business intelligence dashboards	→	Work with ImproveWell's Business Intelligence Team to enhance your data analytics and business intelligence dashboards
Launch the initiative through the appropriate communication channels	→	Communication tips and templates provided by ImproveWell Customer Success Team
Capture feedback	→	Capture feedback from target audiences via the ImproveWell platform's idea hub, surveys, sentiment tracker and insights modules
Review feedback and prioritise	→	Review, tag, categorise and prioritise feedback via the ImproveWell platform
Make improvements	→	Assign a 3-step progress rating score to ideas in the central Improvement Log, analyse survey results and sentiment trends
Evaluate	→	Send a survey via the ImproveWell platform to measure the impact of the improvements made
Close the feedback loop	→	Chat about ideas, vote, publish interactive improvement updates and upload PDF reports through the ImproveWell platform