

Determine customer impact with the progress scorecard

Ensuring projects make schools the best place to work or better prepare young people for a rewarding future is essential for achieving the department's vision. With the progress scorecard we can evaluate by how much a project contributes to better supporting teachers or student Jobs-to-be-done.

Step 01

Review the project brief canvas

If no project brief canvas is available, map the project or solution to the Job-to-be-done

Step 02

Based on that information, refer to the teacher career journey and identify:

- the drivers it will strengthen

- the blockers it will address

Start filling in the progress scorecard with the Job-to-be-done, the relevant blockers & drivers and the explanation

Step 03

On your own or with the entire team, score the importance of the blockers & drivers

Then score the prospective impact of the project

You can use the Wideband delphi approach in a team context

Step 04

Use the scorecard to identify ways to strengthen the impact of the project or to compare two projects or options



Time
30-90 mins



People
Project owner & team



Material
Jobs-to-be-done, blockers, drivers, pens, Post-its

Progress scorecard

Name of project/ solution

eg VR AI classroom simulator

Job-to-be-done	Blockers or driver	Importance to target customer (low) 1 - 3 (high)	Prospective impact (compared to existing solution) 0 (none) (low) 1 - 3 (high)	Score Importance * impact	Explanation How the project / solution addresses the blocker / driver
Eg Help me figure out how to facilitate student learning in the classroom	Eg I'm afraid of making mistakes and being embarrassed in front of peers and students	3	3	9	VR AI classroom simulator helps teachers experiment in a sandboxed environment