

Difference between Improvement and Transformation

	Improvement	Transformation
Real Problem	System Performance Symptoms- Problems	System Transformation
Orientation	Process	Whole System
Begin with	Problem - hypothesis	Vision
Process	Structured - PDSA Incremental Improvement Improvement Only	Creation Process Incremental Transformation Creation + Improvement
Desired Outcome	Improved System <i>“Better Caterpillar”</i>	New System <i>“Butterfly”</i>
Role	Technician / Engineer	Creator / Designer
Evidence	Need data before they act	Create data for others to act
Motivation	Dissatisfaction Extrinsic	Love Intrinsic
Path of Least Resistance	Status Quo	Vision
Leadership	Pragmatic ‘data driven’ Safe	Imaginal / Visionary