

# Insights to Action (I2A) Project -Exploratory phase

Area/Type: Change management; Efficiency  
Sponsor/Support: OCG  
Length/Project Status: 8 months; **To be started**



## Project Summary

### Problem

Address challenges associated with managing an overwhelming number of recommendations (10,000/year by OCG alone) generated for MSF field operations by exploring possible solutions using user centric approach and design thinking including testing Out of the Box tools. Targeted to help acknowledge, prioritize, discard and/or follow up on key recommendations

### Proposed Solution

The goal is to understand the problem by using a mixed method in design thinking, including direct observation through focus group discussion, individual interviews and desktop research during this exploratory phase. Workshops and research would be conducted in two countries: Tanzania and one of Nigeria, South Sudan, Kenya or Myanmar to explore possible solutions and would include participation from another MSF Operational Center.



### Potential Impact

- Empower MSF staff by providing a structured process for handling recommendations.
- Improve quality in MSF operations by eliminating waste process.
- Enables MSF teams to address and act on critical recommendations.

### Viability

- Employs a mixed approach in design phase.
- Uses agile principles to enable go/no-go decisions.
- Engages diverse stakeholders.

### Risk Mitigation

- Uses a gating approach to refine process.
- Leverages a governance structure with representation from key stakeholders.
- Acknowledges data management challenges with mitigation measure.

### Scalability

- Engages OC representative into working sessions.
- Aims at sustainability by integrating recommendations into MSF operations framework.