

# The RCA Canvas.

A template for effectively iterating your operations.

# Mapping out positive change.

What can you remove, change, or add to catalyse immediate improvements?

# DESCRIPTION THE RCA PROCESS.

triangility

## Effectively iterating your operations.

The RCA Canvas is a template that we developed to help you identify and categorise next steps within a process or project.

The acronym RCA stands for "Remove", "Change", and "Add", inviting you to think from different angles about how you want to iterate your operations. Moreover, the canvas is designed to produce immediate results. This means that from all the things you write down in the 3 columns (R, C, and A), you have to identify one in each column that you will complete within the next 72 hours.

Finally, we added a fourth column in which you have to map out the expected results from the intended changes. By clearly mapping out the positive outcomes, you are more likely to take action.

**Remove**



**Change**



**Add**



# INSTRUCTION TEMPLATE: THE RCA PROCESS.

## Choose your context.

Think about an area in your personal / professional life, a project, or a feature of your organisation that you currently feel dissatisfied with. It could be the outdated structure of your business model, your own leadership behaviour, a project that is not going as well as you'd want it to, or even your unhealthy sleeping schedule. Once you've decided on your context, write it into the headline of the RCA Canvas.

## Create your content.

Now, add content to each column of the RCA Canvas to identify how you can improve your current way of operating. Here are some ideas to help you with that:

**1) Remove:** Think about anything that costs you a lot of time, money or energy. Is it really necessary to continue doing? If so, reconsider it in the change section. Think about effectiveness and efficiency in your chosen area: What are the wrong things that you're doing, and which things are you doing wrong?

**2) Change:** If there are certain things that absolutely have to be done but still cause you a lot of frustration, try to think about how you could do the same thing differently. Maybe you could outsource an activity, change your attitude about it, or do it at another time of the day to make it easier?

**3) Add:** This is your creative space: Think about things that you haven't tried before or that you think are of great benefit. However, remember that this is not supposed to be an outline of good resolutions, but a list of realistic action steps.

## One thing to keep in mind.

Whilst thinking about what you can remove, change and add within your chosen area of business or life, keep in mind that all the things you note should be possible for you to execute right now. To commit to action, choose one card in each column which you will tackle within the next 72 hours and mark it in a different colour (e.g. red). If you like, you can also mark the other cards in specific colours to define their urgency (e.g. cards in yellow will be tackled within 4 weeks, and cards in blue will be tackled within 3 months).

The purpose of the exercise is to create an overview of your current situation and derive concrete measures of what you can do to transform it in a positive way in the near future. So get creative about your ideas, but stay realistic.

## Duration:

*15-30min*

## Individual/Group:

*Individual*

## Material:

*Template & Pen*

**TEMPLATE** THE RCA PROCESS FOR: \_\_\_\_\_

<p><b>Remove.</b></p> <p>What will you stop doing?</p>	<p><b>Change.</b></p> <p>What will you do differently?</p>	<p><b>Add.</b></p> <p>What will you start doing?</p>
<p><b>Outcome.</b></p> <p>If you follow through on your improvements outlined above, how will you and your outcomes change?</p>		