

INNOVATION TOOLS & GRASP

Shows where innovation frameworks and *tools* are applied and embedded within the GRASP process.

Goals	GRASP	Design Thinking	Behavioural Insights	Lean Processing	Others
Define <i>What is the actual issue to be addressed?</i>	G round sensing	<ul style="list-style-type: none"> • Emphathise • Journey Map 	Target	<ul style="list-style-type: none"> • Specify value • DOWNTIME 	<ul style="list-style-type: none"> • Data analytics (to spot routine & unusual occurences) • Scrum
	R oot cause & A uthorities	<ul style="list-style-type: none"> • Define • Persona map 	<ul style="list-style-type: none"> • Explore • MINDSPACE 	Map the value stream	<ul style="list-style-type: none"> • System map • Service blueprint • Data analytics (to validate assumptions) • 5 Whys
Deal <i>What is the best idea to address the issue?</i>	S olutions	Ideate	<ul style="list-style-type: none"> • Solution • EAST 	<ul style="list-style-type: none"> • Create flow • Establish pull 	SCAMPER
	P rototype	<ul style="list-style-type: none"> • Prototype • Test 	Trial		<ul style="list-style-type: none"> • Scrum • Data analytics (to analyse feedback on prorotypes)