

Improve Your Understanding of How Your DR System or Process Functions— Check Assumptions

A dispute resolution system that utilizes evidence to inform decisions is more likely to function well and result in positive outcomes. We may, however, frequently find ourselves in situations where we have limited information and end up relying on “educated guesses” or assumptions to make decisions, spending a significant amount of time, money, and resources on implementing a new initiative based on these assumptions, a number of which turn out faulty. Although checking assumptions may delay decisions, it will likely result in a more efficient and effective system or process. Use the list below to check your assumptions before you make your next decision.

- Multiple perspectives and data sources have been taken into account to gain a comprehensive understanding of how a system or process is functioning.**
- Assumptions have been checked by asking:**
 - What evidence supports our understanding?
 - How strong is this evidence?
 - Are there multiple data sources supporting our understanding?
 - Is there any contradictory evidence?
 - Are there any exceptions?
 - How valid and reliable is the data?
 - Are there any gaps in information? What else do we need to know? How can we get this information?
- Additional evidence has been collected as needed.**
 - A diverse group of users closest to the process have provided specific feedback about various aspects of the system or process.
 - Users have rated various aspects of the system or process.
 - Users have walked us through their experience accessing and using the system or process.
 - Users have shared any challenges in accessing and using the system or process.
 - Users have shared possible solutions to address any of these barriers.
 - New data is collected and compiled to better our understanding of the system or process.
- Assumptions have been confirmed or rejected based on evidence.**