

**Intermediate Objective 1-1**  
People trust that management will not hold them accountable for the reduced duration used in the critical chain plan, as long as they exhibit roadrunner behavior.

**ACTION 3**  
Management participates in buffer meetings and does not pressure for meeting estimates; and encourages roadrunner behavior.

**NEED**  
Management must 'walk the talk'

**ACTION LOGIC**  
When people see management carrying through on the commitment, they will begin to trust.

**RESULT**  
Management is on record committing to make changes

**SEQUENCE LOGIC**  
People will ultimately look for evidence that management is 'walking the talk.'

**ACTION 2**  
Management makes visible commitment to revise the measurement system to the needs of critical chain.

**NEED**  
Management must commit to change their behavior

**ACTION LOGIC**  
When people hear their own managers commit, they will begin to believe that the system will change

**RESULT**  
Policies support critical chain behavior of 50% estimates and roadrunner behavior

**SEQUENCE LOGIC**  
People will second look for management commitment to change

**ACTION 1**  
Revise company policies to reward 50% estimates and roadrunner behavior

**NEED**  
The written company reward system must align with critical chain behavior

**ACTION LOGIC**  
When people see it in writing, they will suspect that a real change is possible

**SEQUENCE LOGIC**  
People will first look for inconsistencies in the written company reward system