

What problem are you trying to solve/analyze? \_\_\_\_\_

<p><u>Background</u></p> <p>Make the business case for selecting the problem. Be concise and communicate WHY you are addressing this issue.</p>	<p><u>Root Cause Analysis</u></p> <p>Use a simple problem-solving tool to determine why we are having this problem. Use a tool in your toolbox such as fishbone diagram, 5-why's, Pareto diagram, problem analysis tree, etc. Only stop once this process has determined the best cause(s)</p>
<p><u>Current Condition/Problem Statement</u></p> <p>Describe the magnitude of the problem/issue and the effects on the organization. Be visual, use graphics to demonstrate a clear picture of the problem.</p>	<p><u>Implementation Plan</u></p> <p>List the actions (countermeasures) that will be taken by whom, when the actions will be taken, how they will be taken and where they will be taken. Be specific in order to realize the proposed target and goal statement.</p>
<p><u>Target/Proposal/Goal Statement</u></p> <p>What are you trying to achieve? Describe the expected improvement as specific and quantitatively as possible.</p>	<p><u>Follow-Up</u></p> <p>How will the effectiveness of the actions taken be measured? When will it be measured and by whom? What other remaining problems might occur (unintended consequences)? Records results of the follow-up.</p>