

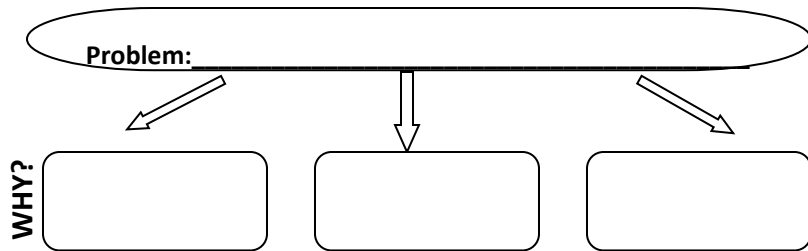
Title: \_\_\_\_\_

Owner: \_\_\_\_\_ Team: \_\_\_\_\_ Date: \_\_\_\_\_

1. What is the problem? (What are we trying to improve?)  
What is the gap between target and current performance (using data)?

Problem Statement: \_\_\_\_\_  
\_\_\_\_\_

2. What is preventing us from meeting our target(s)? Circle the root causes after confirming with data.



3. Based on data, which root causes have the greatest impact on the problem? (Use a graph to rank the impact).

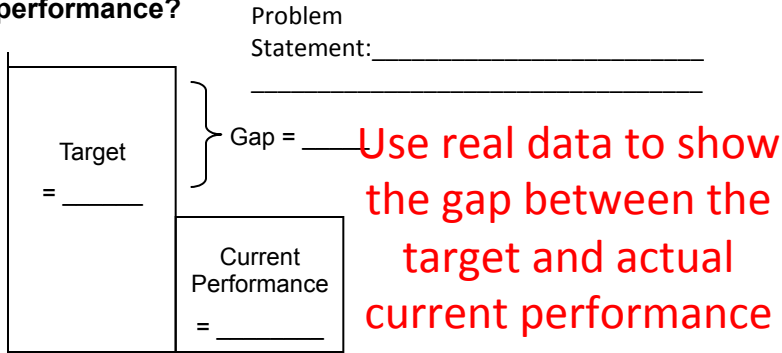
4. Which actions will address the most important cause(s)? How will we know if our actions are working?

Root Cause	Target	Action	Owner	Due Date

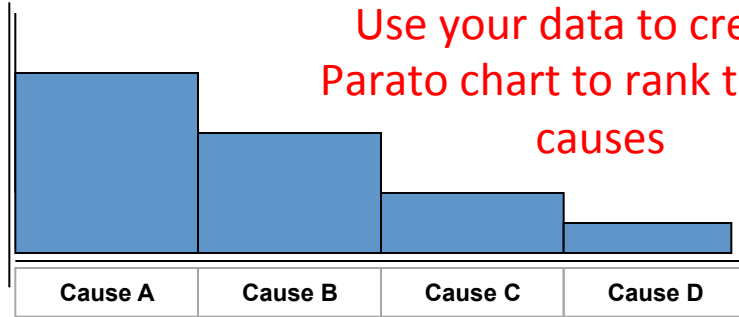
Title: \_\_\_\_\_

Owner: \_\_\_\_\_ Team: \_\_\_\_\_ Date: \_\_\_\_\_

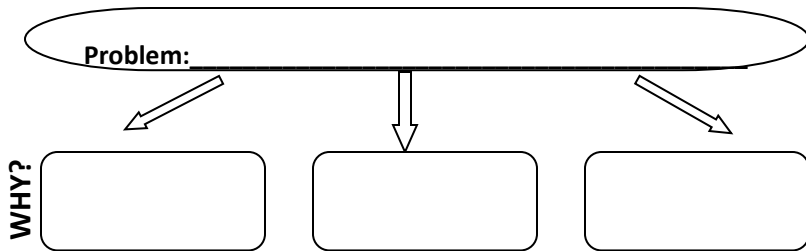
1. What is the problem? (What are we trying to improve?)  
 What is the gap between target and current performance?



3. Based on data, which root causes have the greatest impact on the problem?



2. What is preventing us from meeting our target(s)? Circle the root causes after confirming with data.



Ask the “5 Whys” to determine root cause(s) for the problem. Use data.

4. Which actions will address the most important cause(s)? How will we know if our actions are working?

Root Cause (A, B, C, D)	Target	Action	Owner	Due Date
A				

Link your action plan with what root cause they will reduce or eliminate. Identify how you will know if the actions are having an impact.