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PROCESS IMPROVEMENT PLAN

PROCESS	OWNER	TEAM	START DATE

PLAN

PROBLEM (WHAT, WHERE, HOW OFTEN, EFFECT ON CUSTOMERS OR COST)

Measure	Now	Target	After	Change %

ROOT CAUSE (SEE ROOT CAUSE WORKSHEET)

CHANGE WE WILL TRY, WHO AND WHEN

DO and CHECK

WHAT HAPPENED DURING THE TRIAL; RESULTS AGAINST THE TARGET

ACT

❑ Adopt: make it standard ❑ Adjust and try again ❑ Abandon

STANDARD WORK UPDATED, TRAINING, NEXT IMPROVEMENT