

Title

Background:

Why you are talking about it.

What is the business reason for choosing this issue?

**Current Conditions:**

Where things stand today.

- What's the problem with that, with where we stand?
- What is the actual symptom that the business feels that requires action?

Show visually – pareto charts, graphs, drawings, maps, etc.

**Target(s)/Goal(s)**

The specific outcome required for the business.

- What is the specific change you want to accomplish now?
- How will you measure success?

**Analysis**

The root cause(s) of the problem.

- Why are we experiencing the symptom?
- What constraints prevent us from the goal?

Choose the simplest problem-solving tool for this issue:

- 5 Whys
- Fishbone
- QC Tools
- IEC Tools

Name(s)

Date

Proposed Countermeasure(s):

Your proposal to reach the future state, the target condition.

- What alternatives could be considered?
- How will you choose among the options? What decision criteria?

How your recommended countermeasures will impact the root cause to change the current situation and achieve the target.

**Implementation Plan:**

A chart or table that shows actions/outcomes, timeline and responsibilities.

May include details on the specific means of implementation.

- Who will do what, when and how?

Indicators of performance, of progress.

- How will we know if the actions have the impact needed?
- What are the critical few, visual, most natural measures?

**Follow Up:**

Remaining issues that can be anticipated.

- Any failure modes to watch out for? Any unintended consequences?

Ensure ongoing P-D-C-A.

