

**1. Clarify Stated Problem Prob. Statement**

Current State State

→

Performance Gap  
(Business Problem)

←

Ideal

**2. Why is it this way**

Redefined Problem:

Why?

Why?

Why?

Why?

Why?

**3. Identify Primary Root Cause**

Relevant Data:

**4. Develop Solution**

Potential Solutions	Cost to Implement	Time to Implement	Other	Total

**5. Identify Target Behaviors, Set Metric Target**

Do Metric:

Metric Methodology:

Goal/Target:

**6. Implement And Monitor Results**

	Month 1			Month 2			Month 3		
Action Steps	1	15	30	1	15	30	1	15	30
Step 1:									
Step 2:									
Step 3:									
Step 4:									
Step 5:									