

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

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

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