# Just Do It Form

## COACHING GUIDE

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| **Service Area:** | |
| **Department & Area:** | |
| **Process Title:** | Give your JDI a name that best describes the process |
| **JDI Lead:** (Name and Role) | Who has taken the lead on the project? Typically, JDIs are solo projects |
| **JDI Team:** (If involved) | This is an area where you can give credit to others who helped in a significant way |
| **Date initiated** | Typically, the date this improvement began not the date this form was completed |

| **Measure the Problem** | *Use the TEAM mnemonic to brainstorm potential metrics. Once completed, decide on the **ONE** metric that will drive your improvement efforts* |
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| ☐ **Time:** how long it takes to do the process. | One of these three questions will give you the info you need<br>1. How long does the process take in its current state?<br>2. How much touch time (actual work time spent) on the process?<br>3. How much time spent on re-work? |
| ☐ **Errors:** the frequency of errors in the process. | Errors are prevalent in most processes however it may be difficult to quantify. Use this section to tease out major errors where a process does not deliver on the expected outcomes (ex. Reimbursement process has a 10% error rate in which the customer did not get the money in their account) |
| ☐ **Amount:** how many times you do the process. | How often do you do this process. (ex. 100 applicants per month or 2 times per week, 1 time annually) |
| ☐ **Money:** how much it costs in time/materials. | This section works well if you have a good time and amount metric already documented. This section considers soft cost and hard cost the process is costing currently. For time, you want to have more of a touch time metric per the amount, so the math is easier to calculate. For amount, you want to make it an annual metric if it is not. We use a standard $32 per hour cost. (ex. 100 applications a year x 10 mins per application = 1,000 mins / 60 mins = 16.6 hrs x $32 = **$531.20**) |
| ☐ **Sustainability:** what resources are used (fuel/energy/materials) | Consider if the process is consuming a resource. Fuel can be measured by miles driven, paper can be calculated by reams/cases, etc. |

Select one of the brainstormed metrics to guide the improvement (include in your problem statement)

# PROBLEM

| **What is the Problem?** | *Share what you crafted on your Problem Statement Worksheet.* |
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Encourage the use of using the problem statement worksheet, that will lead individuals to build a better statement from the start. A problem statement needs to have 4 elements and nothing more (no backstory, no causes, no blame, no suggested fixes)

1. Define the scope, where the process starts and stops OR if the process is easily identified just include the process name
2. Include the selected metric from the TEAMS section above
3. Include why is it important to fix this problem
4. Include a goal, but it must match #2 above (ex. Time = time, errors = errors)

Tools to consider: **Process maps**, **Tick Sheets**, **Spaghetti or Handoff diagrams** as appropriate (these tools were taught in Lean Basics)

# SOLVE

| **Why was the Problem Happening?** | *Use the fishbone diagram and/or the 5 whys to identify the root cause* |
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Consider the following items during your evaluation of the root cause identified:

1. Is there a logical connection to the problem (metric chosen)?
2. Is it "deep" enough? Meaning is the cause a symptom versus the root cause
3. Are they focusing on one root cause versus multiple?

Tools to consider: **Fishbone diagram**, and/or **5 Whys**

# FIX

| **What was your Solution?** | *Use brainstorming and/or a PICK chart to determine how to best address the root cause identified* |
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Consider the following items during your evaluation of the fixes identified:

1. Does the fix address the root cause identified?
2. If multiple fixes were identified, did they prioritize the fix with the most impact?

Tools to consider: **PICK Chart**

| Re-Measure the Problem? | | *Once your "fixes" are implemented, re-measure each of the 4 metrics to discover the impact of your improvement efforts* |
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| ☐ | **Time:** | Re-measure the section like they did above and calculate savings |
| ☐ | **Errors:** | Re-measure the section like they did above and calculate savings |
| ☐ | **Amount:** | Re-measure the section like they did above and calculate savings |
| ☐ | **Money:** | Re-measure the section like they did above and calculate savings |
| ☐ | **Sustainability:** | Re-measure the section like they did above and calculate savings |

| Unexpected Benefits? | *List other improved areas that weren't recorded by the TEAM mnemonic. For example, morale and communication.* |
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| Process improvement typically will have "collateral" benefits that weren't captured in the TEAMS mnemonic. This section is intended to capture those unexpected benefits. For example, improved customer service or morale. | |

| Manager Acknowledgement | | |
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| **Name:** | This is the name of the employees manager and since it is not an approval per se, it is a way for management to know that a JDI has been completed prior to submitting it to FC Lean | The date the JDI was shared with manager |

Scan and send this completed form to lean@fcgov.com