

Process Improvement Form

A Process Improvement Form is a communication and project management tool to outline the life of a problem-solving effort, including Action Planning.

Project Name	Click or tap here to enter text.	Date	Click or tap to enter a date.
Service Area	Choose an item.	Department	Click or tap here to enter text.
Project Lead	Click or tap here to enter text.	Sponsor	Click or tap here to enter text.
Team Members	Click or tap here to enter text.		

PROBLEM PHASE

Problem Statement

Craft an objective and compelling overview of why the problem needs to be solved.

--

Scope

Identify specific process, with a clear beginning and end.

Process Start:		Process Stop:	
-----------------------	--	----------------------	--

Customer Identification

Identify the main person you do the process for, and any other groups impacted by the process

Primary:		Others:	
-----------------	--	----------------	--

Key Metrics

Use metrics to support the need for change in your process.

Time: how long it takes to do the process.	
Errors: the frequency of errors in the process.	
Amount: how many times you do the process.	
Money: how much it costs in time/materials.	
Sustainability: does the process impact the TBL (social & environ.)	

Sponsor Check-In

I support the use of staff time and resources to complete this problem-solving project.

Sponsor		Click or tap to enter a date.
----------------	--	-------------------------------

Current State

Document how the process is currently being done; do not begin identifying solutions at this stage.

SOLVE PHASE

Root Cause Analysis

Identify causes as to why the problem is occurring and narrow it down to a single root cause, but no more than 3.

Blank area for writing the root cause analysis.

Root Cause 1

Root Cause 2

Root Cause 3

--	--	--

FIX PHASE

Identify Fixes

Identify fixes that will address the root cause(s). Then prioritize them in the order in which they are to be implemented

Priority	Top Fixes	Root Cause Addressed
1		
2		
3		
4		
5		

Sponsor Check-In

I support the implementation of identified solutions as noted above.

Sponsor		Click or tap to enter a date.
----------------	--	-------------------------------

Re-Measure Key Metrics		<i>Measure the impact of your improvement efforts.</i>
Time: how long it takes to do the process.		
Errors: the frequency of errors in the process.		
Amount: how many times you do the process.		
Money: how much it costs in time/materials.		
Sustainability: what resources are used (fuel/energy/materials)		

Data Visualization	<i>Use for inserting a graph or chart that measures before and after metrics as appropriate.</i>
--------------------	--

<i>Improvement to Key Metric</i>

--

<i>Unexpected Benefits</i>

--

Sustain the Change

Identify what tools you'll use to ensure this process will not revert back to the "old way"

Check-in Schedule

To ensure the new process is stable, FC Lean recommends at least three checkpoints.

30 Days	Click or tap to enter a date.	<i>Notes</i>
60 Days	Click or tap to enter a date.	<i>Notes</i>
90 Days	Click or tap to enter a date.	<i>Notes</i>

Project Closure

I confirm that all action items are complete, and this project is closed.

Sponsor		Click or tap to enter a date.
FC Lean		Click or tap to enter a date.