

**Title: *What is the general opportunity/gap?* DEFINE – PROJECT SELECTION**

Date / Latest Draft	Team Lead
Initial Approval Date:	Manager Approval:

**BACKGROUND**

- Why are you talking about it? **DEFINE**
- What is the business case? What business problem are you trying to solve or analyze? Be very concise – communicate WHY you are addressing this issue.



**CURRENT CONDITIONS DEFINE - MEASURE**

- What is going on?
- Use facts, date,
- Be visual – use Process Flow charts, simple graphs, sketches
- Make the problem clear, why is this important to the customer / key stakeholders?



**GOAL DEFINE - MEASURE**

- State the specific target(s). State in measurable or identifiable terms.



**ANALYSIS ANALYZE**

- Use the simplest problem-analysis tool that will suffice to find the root cause(s) of the problem: Five whys; fishbone diagram, process flow chart analysis, Pareto analysis, statistical tools from the Lean Six Sigma toolbox or others.

**PROPOSAL IMPROVE**

- Your proposed countermeasures

**PLAN IMPROVE - CONTROL**

- Timeline with who, what, when, where, how for specific improvement actions: How will improvements be maintained?

**FOLLOW UP CONTROL - CLOSURE**

- What issues or remaining problems can you anticipate?
- Are improvements being held?