

KICK OFF DATE \_\_\_ / \_\_\_ / \_\_\_

DEADLINE \_\_\_ / \_\_\_ / \_\_\_

LAST UPDATE \_\_\_ / \_\_\_ / \_\_\_

## 1. CLARIFY SCOPE & PURPOSE:

## 2. OBSERVE INITIAL STATE:

**Where?** (Where the problem is most frequently detected)

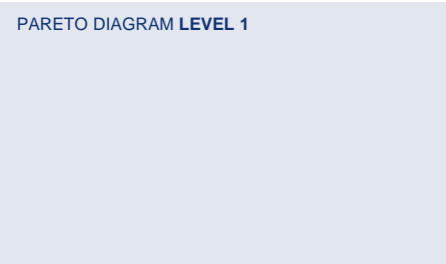
**When?** (Relation with the period: start of the shift, starts...)

**Who?** (Relationship with shift, team experience ...)


**What?** (What is the trend of the problem)

**How/ How much?** (How much the problem impacts KPIs? How is it detected?)

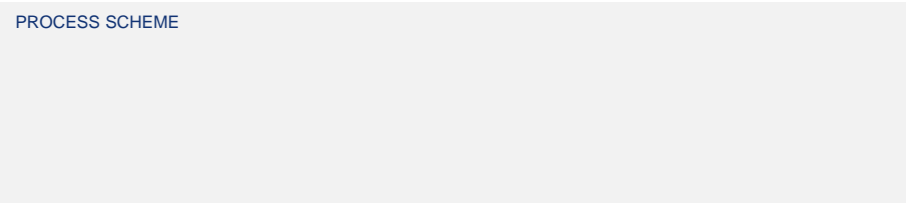
PARETO DIAGRAM LEVEL 1



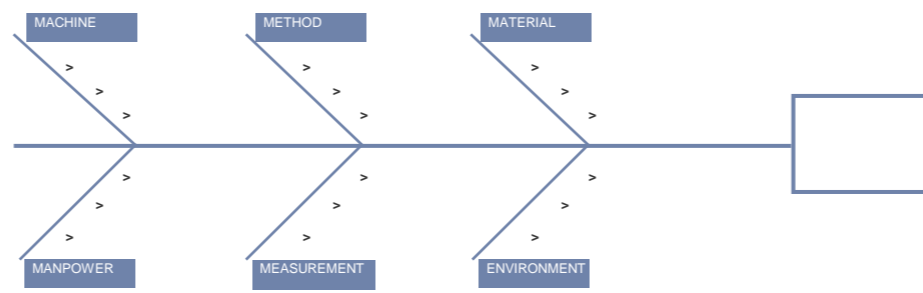
PARETO DIAGRAM LEVEL 2



PROCESS SCHEME



## 4. FIND ROOT CAUSES:



PROBLEM	1 <sup>ST</sup> WHY?	2 <sup>ND</sup> WHY?	3 <sup>RD</sup> WHY?	4 <sup>TH</sup> WHY?	5 <sup>TH</sup> WHY?

## 5. DESIGN SOLUTIONS:

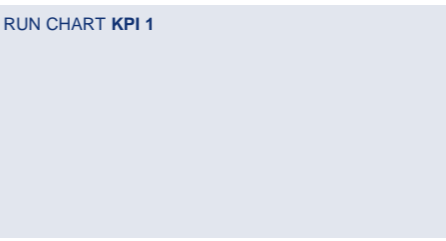
## 7. UPDATE ACTION PLAN:

PROBLEM	DESCRIPTION	RESP.	PLANNED DATE	CONCLUSION DAY	PDCA

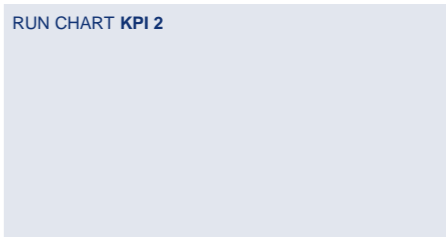
Backlog 
  Plan 
  Do 
  Check 
  Act

## 8. CONFIRM RESULTS AND STANDARDISE:

RUN CHART KPI 1



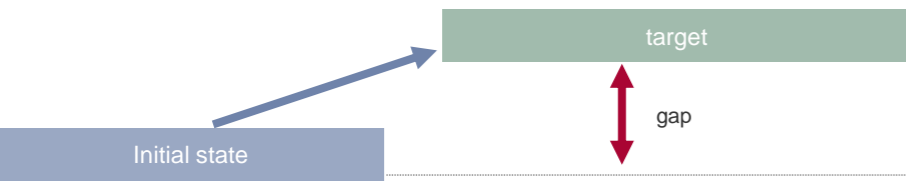
RUN CHART KPI 2



STANDARD / OPL	STATUS	TRAINING

## 3. SETTING TARGET STATE:

Metric:



## 6. TEST SOLUTIONS:

WHAT	WHERE	WHO	WHEN	RESULT

## 9. LESSONS LEARNED AND ROLLOUT:

What went well:

What can be improved:

Rollout opportunities:

Project Leader: \_\_\_\_\_

Team: \_\_\_\_\_

Sponsors: \_\_\_\_\_