**Improvement Story Worksheet Owner:**  **Last Revised**:

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| **GRASP THE SITUATION** |
| 1. **Identify the problem *in simple terms*.** (Describe the concern and why it matters.)
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| 1. **Observe & measure the current state.** (Show and describe what is actually happening – what we see, and what facts we know.)
 |
| 1. **Set a target.** (Describe where we want to be and by when. Use measures for safety, cost, quality, timeliness, customer satisfaction, and/or employee engagement to frame your target.)
 |
| 1. **Write a problem statement.** (Describe the gap between where we are now and where we want to be using measures. “Currently \_\_\_, compared to our target of \_\_\_, which we want to reach by \_\_\_.”)
 |
| 1. **Analyze the gap.** (Show the root cause(s) of the gap. Choose a countermeasure.)
 |
| **PLAN** |
| 1. **Plan to test the countermeasure.** (Who will do what by when to test the countermeasure?)
 |
| **DO & CHECK** |
| **7 & 8. Conduct the test and check results, preferably more than once.** (Describe what was learned from testing this countermeasure.) |
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| **ADJUST** |
| **9. Adjust the plan.** (Will you plan for wider implementation, refine this countermeasure, or try a new countermeasure?)  |