

Phase

Step & Question Answered

Grasp

1 Identify the problem in simple terms.

What is the major concern?

2 Observe and measure the current state.

What did we see, and what are the facts?

the

3 Set a target.

What condition do we want to achieve by when?

Situation

4 Write a problem statement.

What's the measurable gap between where we are now and where we want to be?

5 Analyze the gap.

What is the root cause? Choose a countermeasure.

Plan

6 Plan to test your countermeasure.

Who will do what by when?

Do

7 Do test your countermeasure.

Did the test go as we expected?

Check

8 Check the results of your test.

What did we learn from testing this countermeasure?

Adjust

9 Adjust the plan.

Should we plan for wider implementation, refine this countermeasure, or try a new one?

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Focus Your Problem Solving Efforts!



Safety

A measure of the working environment for employees and an organization's health overall.

Problem Statement Example

Currently we have one accident per month compared to our target of zero accidents per month which we want to reach by (date).

Problem Statement Example

Currently we expend \$110 per packet compared to our target of \$60 per packet which we want to reach by (date).

Cost

A measure of the expenditures related to the design, development, delivery or maintenance of a product or service.



Quality

A measure of the degree to which a product or service meets the requirements of the customer the first time, without any rework.

Problem Statement Example

Currently we rework 20% of our reports compared to our target of 5% which we want to reach by (date).

Problem Statement Example

Currently it takes 20 business days to process a request compared to our target of 10 calendar days which we want to reach by (date).

Time

A measure of how long it takes to fulfill a customer's need. The time may be the total from customer request to delivery or a smaller portion of the process.



Customer Satisfaction

A measure of the degree to which a product or service meets the customer's expectations.

Problem Statement Example

Currently customers rate their satisfaction as 5 out of 10 compared to our target of 8 out of 10 which we want to reach by (date).

Problem Statement Example

Currently 81% of employees give a positive response to question 3 compared to our target of 84% which we want to reach by (date).

Employee Engagement

A measure of the degree to which an employee feels valued, heard, respected and able to participate in shaping the culture of their workplace and doing meaningful, rewarding work.



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