

Name:

Date:

**Step 1: Identify the quality issue and set a quality improvement goal.**

What quality issue with the chore or task at home do you want to improve?

Create a quality improvement goal for this quality issue.

1. What do you want to accomplish?

2. How will you know when you have accomplished it?

3. Is it possible?

Yes

No

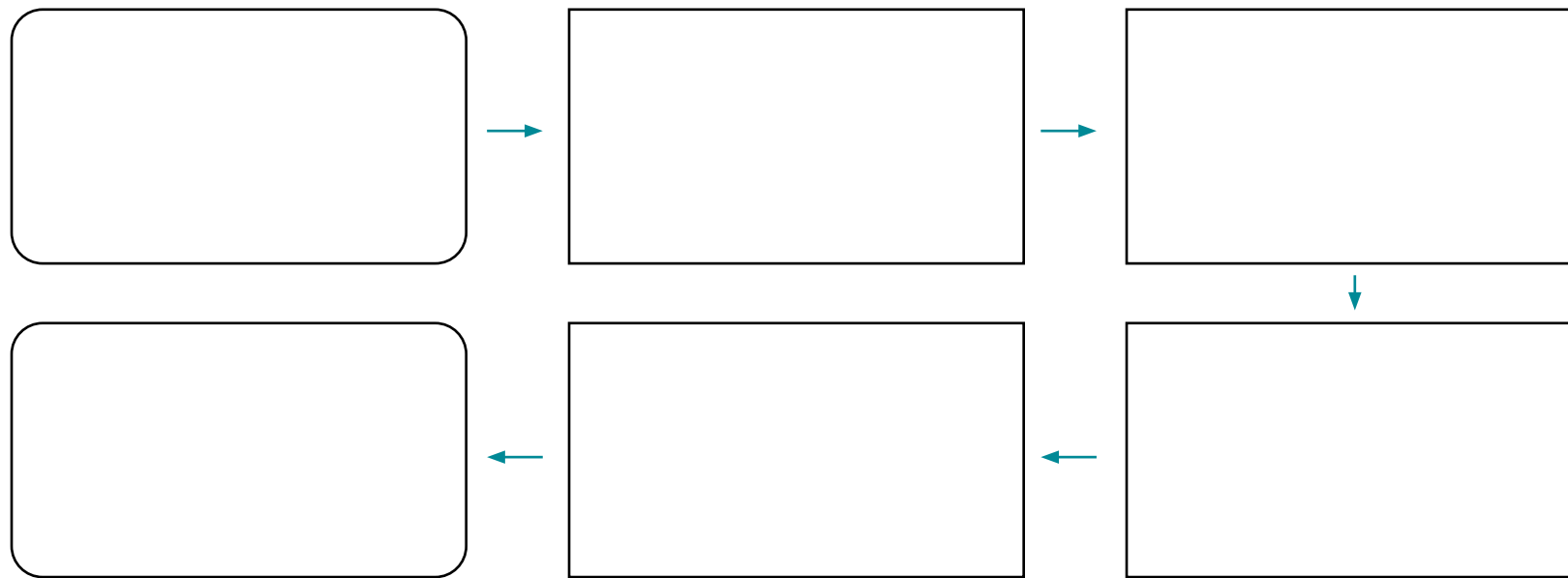
I don't know

4. Why is it important

5. When do you want to finish?

## Step 2: Gather information (data) about the quality issue

**A.** Create a process map of the steps you take when doing the task or chore.



**B.** Share a story about your quality issue that helps us understand it and why it is important.

**C.** What types of things can you collect about your quality issue? For example:

The number of minutes it will take to complete the task:

How much money it will cost:

Other relevant numbers:

**Step 3: Use the 5 Whys tool to find the root cause(s) of your quality issue.**

What is the quality issue you are trying to solve? (Copy from page 1.)

What is one reason why this problem is happening? We’ve left space to list more reasons if we need to do so later in the process.

1.

→ Why does number one happen?

2.

→ Why does number two happen?

3.

→ Why does number three happen?

4.

→ Why does number four happen?

5.

→ Why does number five happen?

What is the root cause for this reason?

- 1.
- 2.
- 3.



If you address the root cause(s), will the problem be solved?

- Yes
- No

If you choose “No,” pick a new reason for the problem, then answer each of the questions in Step 3 again.

## Step 4: Generate ideas for changes to try.

### A. How will you come up with ideas for solving your quality issue?

*You may choose more than one.*

- ☐ I will think about it on my own.
- ☐ I will talk to a friend or family member.
- ☐ I will get ideas from an expert.
- ☐ I will read reports and research.
- ☐ Other:

### B. What ideas will you try?

1.

2.

## **Step 5: Test an idea and make improvements to it.**

**A.** Enter the idea from page 4 that you will test.

**B.** What small test will you do?

**C.** How will you know if the idea works?

**D.** Did the idea work?

Not at all

A little bit

Some

A lot

Completely

**E.** Is your change ready to implement?

Yes

No

\*If not, go back to step 5 A and repeat.

## **Step 6: Implement the change and keep it going.**

**A.** How will you implement the change? *Select all that apply.*

- ☐ I will train people or myself.
- ☐ I will create a job aid.
- ☐ I will create reminders.
- ☐ I will monitor performance.

**B.** How will you keep the change going?