The problem

As perceived through the customer/patient's eyes

Background

Context and importance

Current condition

Chart of current process derived from direct observation

Cause analysis

Derived from 5-Whys and/or fishbone diagram

Target condition

Chart of new ideal process to be achieved through countermeasures

Implementation plan

What?	Who?	When?	Where?

Follow-up plan

- Performance anticipated
- When to follow-up and measure

Results

- Measurement and date
- Variance from predicted measure