


# Area of Improvement

Your focus area:

## What process or activity needs to be improved?

*Example: Creation and access to onboarding information*

(Activity / Process) 

WHAT

## Why does it need improvement?


*Example: Information for new hires is all over the place and hard to consume making the onboarding process difficult.*

(Current challenges) 

WHY

## Who is mainly affected?

*Example: New hires, managers*

(Role / Department) 

WHO

## How could it be improved?

*Example: Onboarding chatbot that answers tailored questions and provides guidance*

(Ideas for improvement) 

HOW