

# Yellow Belt Worksheet- Day 1

1) Write a problem statement for a problem or improvement opportunity in your HP work area. Make sure the statement describes the problem you would like to solve and quantifies what is happening and the negative impact. The statement should NOT contain unverified causes, solutions, or blame.

**Problem Statement:**

2) Write 2-3 goals for the above project. The goals should be Specific, Measurable, Attainable, Relevant, and Time-bound.

**Project Goals:**

3) Identify who are the key Suppliers, Inputs, Process, Outputs, and Customers for your Process identified in the project above.

Suppliers	Inputs	Process	Outputs	Customers



*“An operational definition is one that people can do business with... It must be communicable, with the same meaning to vendor as to purchaser, same meaning yesterday and today...”*

-Dr. W. Edwards Deming

4) Which of the following is the better Operational Definition for a medium rare steak?

- A) A steak that has a warm red center, and is slightly more firm than a rare steak
- B) Any beef or lamb steak that has an internal temperature between 60-65 °C immediately following cooking.

Write an Operational Definition for “Business Casual” OR “Good Food” and then share with the class in the discussion stream.

5) For your process, determine 1-2 measurements that are being collected or you believe should be collected, and input the information into the data collection plan

Data Collection Plan			
What to Measure	Type of Data (Continuous or Discrete)	Operational Definition (Clear, concise definition that removes ambiguity)	Objective (What do you hope to learn from measuring this?)
EXAMPLE: X-Balls Dropped	Discrete	When an X-Ball is thrown from one individual to another, and the ball touches the floor, table, or any other object in transit and prior to the intended recipient catching it	Determine if throwing the ball is creating more defects and increased cycle time in process

