



## **Title: Concise, self-explanatory**

### **Background**

- Why is this important?
- Why should the reader care about this situation and be motivated to participate in

### **Current Condition**

- How do things work today?
- What is the problem?
- Baseline Metrics?

### **Goal / Target Condition**

- What outcomes are expected for what reasons?
- What changes in metrics can be plausibly

### **Root Cause Analysis**

- What is the root cause(s) of the problem?
- Use a simple problem analysis tool (e.g., 5 why's, fishbone diagram, cause/effect network) to show cause-and-effect relationships.

**Owner:**

**Mentor:**

**Date:**

### **Countermeasures (Experiments)**

- Proposed countermeasure(s) to address each candidate root cause. [This should be a series of quick experiments to validate causal model analysis.]
- Identify where in the cause/effect model changes are possible and likely to significantly improve the overall situation.
- Predict results for each countermeasure.

### **Confirmation (Results )**

- Actual result of each countermeasure (experiment).
- How does the system actually behave with the

### **Follow-up (Actions)**

- What have we learned?
- In the light of the learning, what should be done?
- How should the way we work or our standards be adjusted to reflect what we learned?
- What do we need to learn next?