

What the Story Should Look Like

SITE	RPS LEADER	TEAM MEMBERS	DATE	Signature	Approval

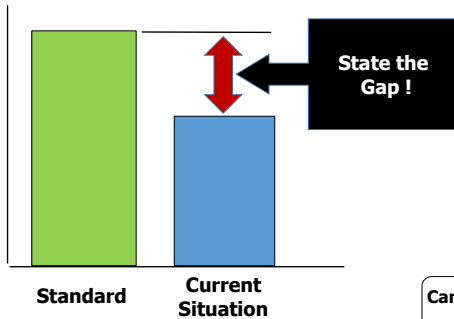
Step 1 CONCERN - What's the GAP?

1.1 Background

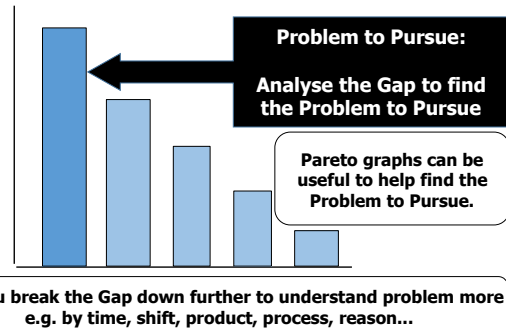
- Why are you tackling this problem and why is it important?
- How would you introduce this problem to someone else?
- Where did the problem come from?
- Scope of the subject/problem?
- What would happen if you did nothing or impact to the business?

Use a graph, a sketch or a photo to help explain the Background....

1.2 Clarify the Problem - Gap



1.3 Gap Analysis



Step 2 CONTAIN - Can we stop the problem now?

Who:

What:

Where:

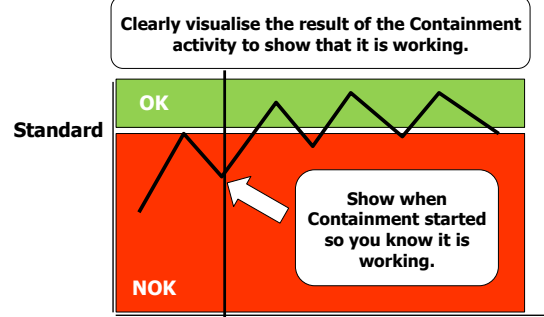
When:

Why:

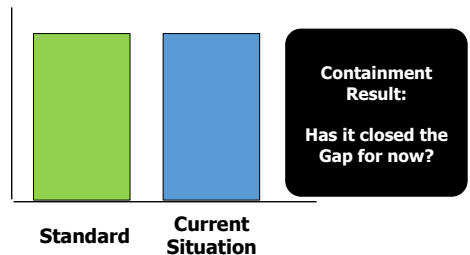
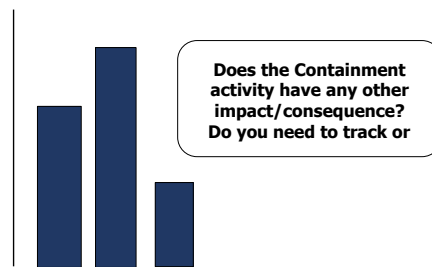
How:

How Much:

Use the 5W's 2H's to clearly explain what the Containment activity is.

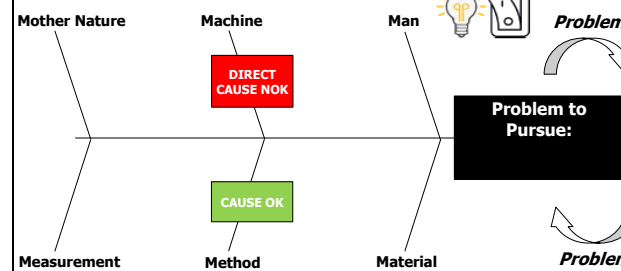


2.1 Containment

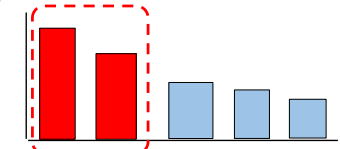


Step 3 CAUSE - Investigate and find the root causes?

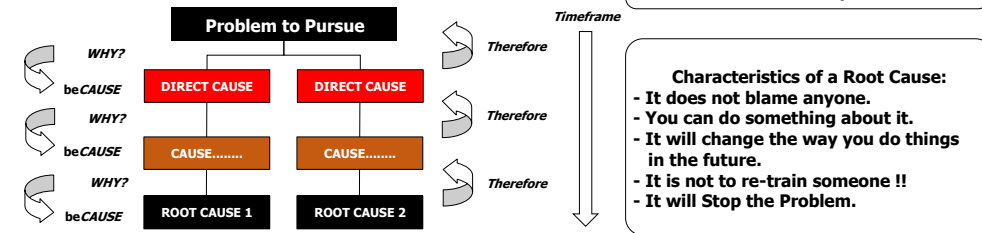
3.1 Direct Cause Investigation



3.2 Data to Prove the Direct Causes



3.3 Root Cause Investigation



Step 4 COUNTERMEASURE & CONFIRM - Did we close the GAP?

4.1 Countermeasure Plan

Root Cause	#	Countermeasure Action	Who	When	Impact
1					
2					

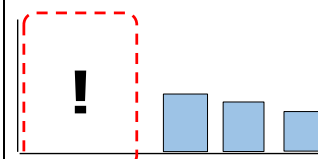
List the Root Causes.

Number and list the Countermeasures Actions, who will do them, when they will be completed.

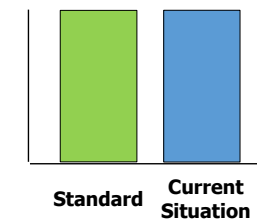
Quantify the impact on the problem.

4.2 Confirm Results

Direct Causes



Gap Closure



Results Evolution - Sustainment

