



# WORKFLOW IMPROVEMENT PLAN



Store:

Improvement Owner:

(Responsible for leading the improvement effort.)

Coach:

(Responsible for setting conditions for learning. Did the owner go and see? Did they find the root cause? Focused on facts instead of assumptions.)

## UNDERSTAND THE DIRECTION



Goal (Target Condition):

(This should set the direction for the improvement with a bold picture of success. **What does a Perfect Service Experience look like?**)

## GO AND SEE



What is preventing progress?:

How did this happen?:

(Lack of accountability, understanding, clear expectations?)

## UNDERSTAND AND ESTABLISH TARGET



Action to drive improvement:

(Must be specific and measurable)

Best Practice/visual standard:

Metric to improve:

Timeline to speak to learnings:

Current measure:

Expected result:

## CONTINUOUSLY IMPROVE



What actually happened:

Metric result:

**WHAT WAS LEARNED**

What went right:

What could have been better: