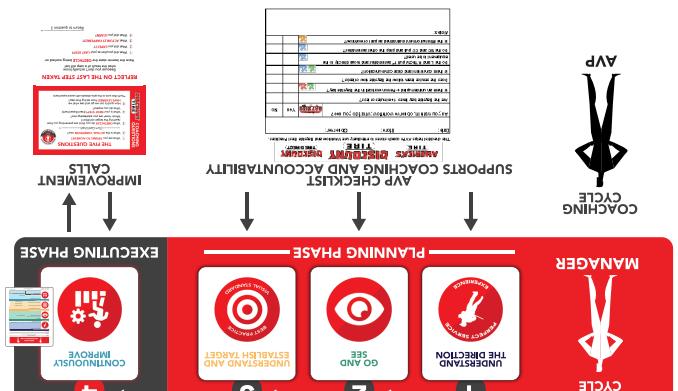


**1****UNDERSTAND THE DIRECTION**

- What does it look like to provide a perfect service experience?
- Safety and Quality first in Delivering an on time service experience

**IMPROVEMENT CYCLE****2****GO AND SEE**

- Go and See, watch and listen to the service area.
- Are Best Practices being executed?
- What is Frustrating People?

- Ask open-ended questions to learn what your team is seeing
- Track learnings from each improvement cycle on the improvement cycle tracker
- Use tools to support Go and See and the improvement cycle (flow of tasks, movement worksheet).
- Use coaching questions to ensure improvement owner found the root cause for the opportunity
- Use coaching questions to ensure improvement owner is seeing

**COACHING CYCLE****3****UNDERSTAND AND ESTABLISH TARGET**

- Are Best Practices being executed? Where are the gaps?
- What action can drive improved execution?
- What Best Practices will be used?

Return to question 3

Have the learner state the **OBSTACLE** being worked on  
Because you don't actually know  
What the result of a step will be!

**REFLECT ON THE LAST STEP TAKEN****4****CONTINUOUSLY IMPROVE**

- Working with your team to commit to an action will drive improvement
- Use the improvement worksheet as a tool to organize efforts and learnings.

**THE FIVE QUESTIONS**

1. What are you TRYING TO ACHIEVE?  
2. What is the ACTUAL CONDITION now?  
3. What OBSTACLES do you see preventing you from reaching these goals?  
4. What is your NEXT STEP? (Next Experiment)  
5. How quickly can we go and see what we HAVE LEARNED from taking that step?

You'll often work on the same obstacle with several experiments

**DISCOUNT COACHING QUESTIONS**

1. What are you TRYING TO ACHIEVE?  
2. What is the ACTUAL CONDITION now?  
3. What OBSTACLES do you see preventing you from reaching these goals?  
4. What is your NEXT STEP? (Next Experiment)  
5. How quickly can we go and see what we HAVE LEARNED from taking that step?