

1. Problem definition

Who?

What?

Where?

When?

Why?

How, how much, how often, how long?

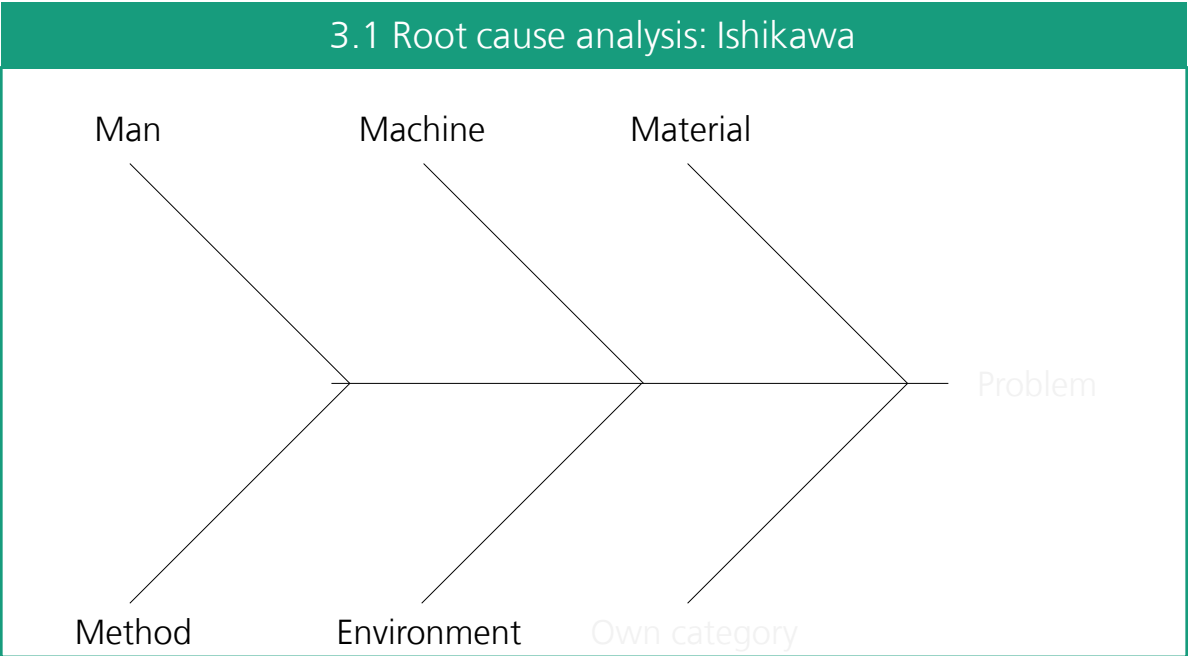
What, where, who not?

Effects:

Previous measures:

2. Definition of objectives (SMART)

objective:



3.2 Root cause analysis: 5 x Why?

Problem	Why?	Why?	Why?	Why?	Why?

4. Action plan

What?	Who?	By when?	Status

5. Standardization