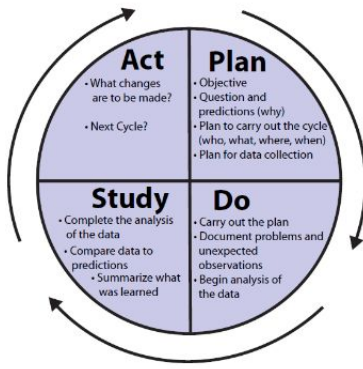




Fundamental Questions for Improvement

- *What is our Problem of Practice (PoP)?*
- *What are we trying to accomplish? What do we predict will be different at the end of this year as a result of our actions?*
- *What small test of change can we try that will result in an improvement?*
- *How will we know the change is an improvement?*

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Root Causes (reference your Fishbone process to illicit Root Causes)

What are some of the root causes of our PoP?

Which of these are within our locus of control?

Which of these are high impact?

Which of these will we focus on for our small test of change?