



Title: \_\_\_\_\_ Reference: \_\_\_\_\_ Area: \_\_\_\_\_

**1. Clarify the problem: Identify the GAP**

Customer: \_\_\_\_\_  
 Project Lead: \_\_\_\_\_  
 Team Members: \_\_\_\_\_

**2. Breakdown the problem:**

The Seven QC Tools

Go and See

Is / Is Not Analysis

IS	IS NOT
Line 1	Not Line 2, 3
Type "A"	Not Type "B, C"

Process Flow - Point of Occurance

**4. Cause and Effect Analysis:**

6M Cause and Effect

5 Whys

**5. Develop Countermeasures:**

Validate that the counter measure closes the gap

**6. See countermeasures through:**

Develop timing plan and track to closure

NEXT REVIEW MEETING:				TBC		DATE:			
						PROJECT CHAMPION:			
ITEM	CORRECTIVE ACTIONS	LEAD	DATE	TARGET IMPROVEMENT	NOTES	PROGRESS			
						25%	50%	75%	100%
1.									
2.									

**3. Set the target + (Deviation and Countermeasure Criteria):**

S SPECIFIC  
 M MEASUREABLE  
 A ACHIEVABLE  
 R REALISTIC  
 T TIMELY

Verify that the target is adequate to address the identified gap

**7. Monitor Progress and Results:**

Track performance against project target

**8. Standardise/Yokoten:**

Start Date: \_\_\_\_\_ Target Closure Date: \_\_\_\_\_ Project Status: **G** **Y** **R**