**Issue:**

**Background:** *(What is the business problem? Use words and numbers)*

**Who is involved/affected?** *(How will they react? WIIFM?)*

**Current situation/conditions**: *(Drawings numbered)*

**Problems analysis**: *(Using 5 whys, identify the root causes of the problem. Eg. Consider why people might be resistant if this is a problem)*

**Target condition** *(Draw what ideal looks like?)*

**Target objectives:** *(SMART – can derive form the root causes – spun into 'ideal situation)*

**Countermeasures**: *(What activities can be identified to address the root causes & achieve objectives?)*

**Implementation plan:**

| What | Who | When | Expected outcome |
|---|---|---|---|
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|---|---|
| Cost of existing system | |
| Cost of implementing the plan | |
| Benefits | |
| Cost/benefit | |

**Test & review process** *(PDSA): (What process will be put in place to test? What will prove that this is the right/best plan?)*

**Follow-up:** *(When; How will you measure for/ensure sustainability; and what happened – impact on conditions/outcomes?)*