***Date started: \_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***Current date \_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***Primary customer:*** *( who is the main end-use customer of the product/service from this process?)*

**Improvement Effort:** (name of the effort)

**Sponsor/Sponsor Coalition:** (supervisors/managers/executives sponsoring this effort)

**Person(s) working on this:** (person or team working on this improvement)

|  |  |
| --- | --- |
| 1. **Reason for Improvement** |  |
| **Clear concise statement of what you want to improve, and why** (*include background about the issue or opportunity*) |  |
| 1. **Initial State** |  |
| **What does the initial state look like?** (including measurements of the current situation)  *(use graphs, charts, pictures etc. to display visually)* |  |
| 1. **Target State** |  |
| **Where do you want/need to be, include a clear, measurable target?**  (*Use graphs, charts, pictures etc. to display visually*) |  |