***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. **Gap Analysis** |  |
| **Analysis of why there is a difference (gap) between the Initial State and the Target State** *(Display visually: use flow charts, root cause analysis charts, tables etc)* |  |
| 1. **Possible Solution(s)** |  |
| **Ways to close the gap?**  *(including an action plan for implementation and assignment of responsibility and accountability)* |  |