

Standard 3: Plan-Ahead Chart

To get a clearer perspective on the next steps, consider your do and avoid chart as you complete the following plan-ahead chart. The work of standard 3 prepares you to analyze root causes and causal factors of gaps in performance, determine who and what can impact the causes and factors, identify a suite of solutions that can address the gaps, and agree on their goals.

Instructions: Use the information from chapter 3 to identify your and your team's next steps to complete each action.		
Actions	Person or People Responsible	Due Date
Use the fishbone diagram (see figure 3.1, page 61) to identify and explore causes of issues and their effects.		
Use the five whys protocol (see figure 3.2, page 62) to dig deeper into the causes you identified in the fishbone diagram.		
Complete the environment and worker analysis (see figure 3.4, page 65) to conduct a deeper systemic analysis of workers and factors beyond the workers.		
Use the causes priority protocol (see figure 3.5, page 66) to decide what causes will add the most value to solving the problem at hand and achieving the desired results.		
Use the performance-factors solutions consideration list (see figure 3.6, page 68) to gain insight from and tap the expertise of people who did not take part in performance-factors analysis, and determine the best solutions.		
Use the feasibility analysis worksheet (see figure 3.7, page 70) to determine whether the solutions you selected are practical, realistic, and achievable within your current context.		
Use the SMART+IE goal worksheet (see figure 3.8, page 73) to develop and refine collective and individual goals.		