**Let’s Define Your Scope and Goal**

**Starting a process improvement project**

**(Assistance with your A3 form)**

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| **Question** | **Answer** |
| **What is the problem?**  (Time, errors, defects, cost, resources, satisfaction) |  |
| **When did it occur?**  When did it start? over what time period? Has this always been an issue? |  |
| **Where is it happening?**  Which area, unit, department, geographical area? Be specific. |  |
| **What is the impact?**  How many defects/errors?  How long does the process take against goal;  How many people are needed?  What is the financial impact? |  |
| **How do you know?**  What is your supporting data (e.g., daily/weekly/monthly reports, compliance report,  control chart, etc.) |  |
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| **Problem Statement (transfer to A3)** |  |
| Put the information from the above 5 questions into a brief statement.  Ex. *According to the monthly ice cream summary report, between June and September 1995, the ASCP ice cream pallor average service time was 10 minutes against a goal of 5 minutes.* |  |
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| **Goal Statement (transfer to A3)** |  |
| This format: Increase/Decrease [Metric} from [baseline] to [goal] by [mm/dd/yyyy]  *Ex: Decrease ASCP ice cream pallor average service time from an average of 10 minutes to an average 5 minutes or less by October 1995 without compromising ice cream quality or compliance measures.* | Increase/Decrease: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  from\_\_\_\_\_\_\_\_\_\_\_\_to\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |
| **Scope Statement (transfer to A3)** |  |
| What is in scope? What is out of scope?  Ex:  *In Scope: ASCP ice cream served between the months defined above.*  *Out Scope: All other ice cream parlors and outside the defined time frame* | In:  Out: |