

One small change. One clear test.

BLANK WORKSHEET · Print one copy for each improvement test.

Owner / team and review date

Recurring problem and process

Change to test, scope and exclusions

Measure, unit and better direction (higher / lower)

Baseline period / observations / value

Test period / observations / result / target

Balancing measure, limit and result

Decision: keep / adapt / stop. Evidence and limitations.

Next action, owner and review date

Completed example: clearer requests

FICTIONAL TEACHING EXAMPLE · All numbers are simulated, not client results.

PROBLEM, OWNER AND SCOPE

Operations team: routine requests need clarification before assignment. Test one request category with the same team. Exclude urgent exceptions and log them separately.

CHANGE AND MEASUREMENT

Add prompts for outcome, purpose, deadline/reason, and materials. Measure mean active handling minutes per request, including clarification and assignment, excluding waiting. Target: no more than 9 minutes.

Measure	Week 1	Week 2
Eligible requests	20	20
Total handling minutes	240	168
Mean handling minutes	12.0	8.4
Mean requester prep minutes	2.0	2.5

WHAT CHANGED?

Mean handling time: 12.0 to 8.4 minutes, a reduction of 3.6 minutes (30%). Requester effort rose by 0.5 minutes to 2.5, below the agreed three-minute maximum.

DECISION AND NEXT ACTION

Adapt and test again. Simplify one confusing prompt. The operations team lead reviews the result after 20 additional eligible requests before deciding on wider adoption.

LIMITATIONS

Small, simulated before-and-after samples. Differences in workload and request complexity could affect results. This example demonstrates the tracker; it does not prove causation or lasting gains.