|  |  |  |  |
| --- | --- | --- | --- |
| **TITLE** | (Name of the LEAN improvement project) | **TEAM** | (Name of the department of the team) |
| **IMPROVEMENT TEAM** | (Names of the team members of the LEAN improvement team) | LEAN SUPPORTER | (Name of the LEAN supporter) |
| **START** | (Start of the LEAN improvement project) | **END** | (Expected end of the LEAN improvement project) |

1. **BACKGROUND**

What was the occasion? Context? Why do we choose this process?

1. **SCOPE**

Define the scope of the process. What is inside and outside the scope?

|  |  |
| --- | --- |
| IN SCOPE |  |
| OUT OF SCOPE |  |

1. **GOAL**

|  |  |  |
| --- | --- | --- |
| TITLE | PROCESS CRITERIA | UNIT |
| What do we want to reach? | Time, output, cost, complexity, quality | Days, hours, minutes, %, €, number of steps |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

1. **CUSTOMER EXPECTATIONS**

Who are the (internal/external) clients?

Which customers are surveyed, how and by whom?

1. **MILE STONE PLANNING**

|  |  |  |
| --- | --- | --- |
| **MILESTONES** | **PLANNING** | |
| **EXPECTED TIMING** | **EFFECTIVE TIMING** |
| **STEP 1: PREPARE THE IMPROVEMENT TRAJECTORY** |  |  |
| **STEP 2: MAP THE CURRENT WAY OF WORKING**  (See and recognize waste) |  |  |
| **STEP 3: DESIGN THE DESIRED WAY OF WORKING**  (Remove waste) |  |  |
| **STEP 4: TEST THE DESIRED SITUATION**   * Make the action plan * Validate the action plan * Implement the action plan * Control the desired effects |  |  |
| **STEP 5: ANCHORING THE NEW WAY OF WORKING** |  |  |
| **STEP 6: CELEBRATE AND LOOKING FORWARD** |  |  |

SOURCE: BRIAN LEGEIN, Zet je Lean-bril op. Verspilling zien en verwijderen

Intercommunale Leiedal, Belgium