

Gemba Walk (Go See Think and Do)

Area:
Process:

Observer:
Date:

GO & SEE

Problem description - And what metrics are being affected by the problem?

Process illustration - Using a process map, flowchart, spaghetti diagram, etc.

Problem category

Quality		Waste	
Cost		Health and safety	
Delivery		Customer satisfaction	
Efficiency		Other - Describe below	

Interim corrective actions and quick wins

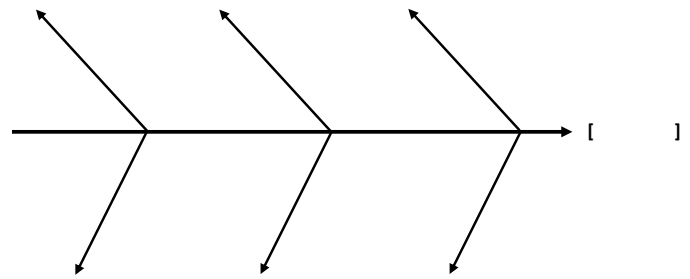
What?	Who?	When?	Status

THINK

5W1H - Scoping and focusing the problem

What?	Where?	When?	Who?	Which?	How often?

Cause and effect - Brainstorming and prioritizing possible causes



Problem statement

Goal statement

Expected benefits

Key metrics

5 Whys - Drilling down to the root causes (Circle the verified root causes)

Possible cause	Why?	Why?	Why?	Why?	Why?

Cause analysis summary - Root cause statement

Addressing this cause(s) will solve the problem permanently?

DO

Solution description - Including brainstorming and evaluating possible countermeasures

Result summary - Including results of key metrics

Start date

Estimated completion date

Target achieved?

Result verified?

Corrective actions - A workable plan to implement the countermeasures

Controls required & follow-up actions - SOPs, OPLs, audits, training, replicate improvement, etc.

What?	Who?	When?	Status

What?	Who?	When?	Status