

Worksheet 1 - Existing Process

Name:

Consider your current workflow. What kinds of documents do you check?

Ideas from others:

What do you check within those documents?

What kinds of mistakes do you find?

What are your "Can't forget to check..." items?

What are your "phew! Glad that was caught!" items?

Worksheet 2 - Existing Process (cont)

Name:

Consider the process and how it flows. **How do you check the work?**

Ideas from others:

How do you prioritize the work?

How do you organize the work?

Can you identify hiccups? Duplicate work? Roadblocks?

Worksheet - Improving The Process

Name:

How can the process be improved? (you, your organization, or your colleagues):

Ideas from others:

Why hasn't it been improved already?

Is this something everyone struggles with all the time or is it a more selective issue?

Worksheet - Improvements

Name:

Consider the processes, existing tools, resources, reminders, planning/scheduling.

Ideas from others:

Are they good but they are seldom used? Why?

Do you use them but they aren't helpful? Why aren't they helpful?

What's missing that could be helpful?

Worksheet - Implementing New Ideas

Name:

What are 3 specific things you've identified that would improve the QC/QA process at your workplace?

Ideas from others:

What will make the biggest impact?

What are some strategies to successfully implement your improvements?

Worksheet - QC/QA Goals

Name:

Set a goal for a QC/QA improvement you can make this week:

Ideas from others:

Set a goal for a QC/QA improvement you can make in the next month:

Set a goal for a QC/QA improvement you can make in the next six months: