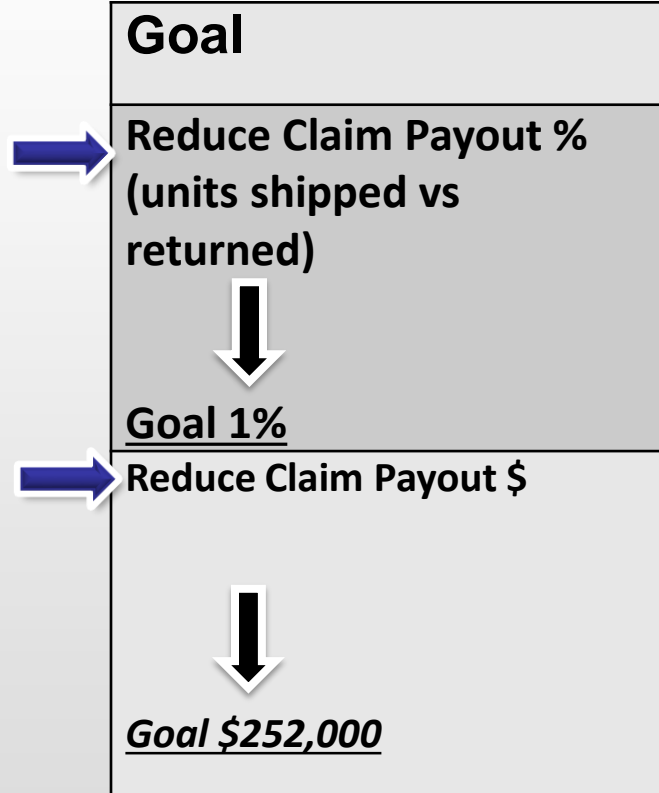# Current State

- Describes the starting point and baseline for the project.
  - What is the current performance (or lack thereof of the process)?
  - Describe the conditions along with the measures.
  - What issues does the situation cause?
  - Can include intangibles and behaviors
- Provides good context for help with sustainment

Goals & Results

Goal	Current	After	Results
Reduce Claim Payout % (units shipped vs returned) **Goal 1%**	Q1 Warranty Claims Current 5%	Q3 Warranty Claims .05% Claims	**Reduced Claim Payout** **Decreased 90%**
Reduce Claim Payout $ ***Goal $252,000***	Q1 Warranty Claim $ Current $504,000	Q3 Warranty Claim $ Actual: $199,500	**Decreased Claim Payout** **Reduced claims $ by $304,500 or 60.4%**

Step 1 – Set Goals

Goal
Reduce Claim Payout % **(units shipped vs returned)**
Goal 1%
Reduce Claim Payout $
Goal $252,000

- # of goals correlate to the problem statement objective
- Set *with* the team

Clear & Concise

Focus on the numbers

Step 2 – Current State

Current
Q1 Warranty Claims   **Current 5%**
Q1 Warranty Claim $ **Current $504,000**

- Shows the measurement
- Provides the starting point

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Step 3 – After Improvement

After
Q3 Warranty Claims   **.05% Claims**
Q3 Warranty Claim $ **Actual: $199,500**

- Shows the metrics after improvement
- Shows the change from current to future state

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Results

Results

Reduced Claim Payout

Decreased 90% ⬇

Decreased Claim Payout

Reduced claims $ by $304,500 or 60.4% ⬇

- Use green for met goal
- Use red for didn't meet goal
- Use arrows to show increase or decrease
- Note: Words such as– improved, implemented, updated, enhanced, increased, decreased, etc. should **only** be used in conjunction with measurable data (%, $, #'s)

Show the IMPACT and CELEBRATE

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