

Project name: \_\_\_\_\_ Department: \_\_\_\_\_ Date: \_\_\_\_\_

#	Question <i>If question response is Yes, refer to detailed Memory Jogger Worksheet for examples and guidance.</i>	Response Yes/No
	<b>Quality</b>	
1	Did you <b>remove waste</b> (waiting, rework from defects, hunting & searching, etc.) and inefficiency in services and processes?	
2	Did you reduce <b>Lead Time</b> ?	
3	Did you reduce the <b># of process steps</b> ?	
4	Did you reduce the <b># of handoffs</b> ?	
5	Did you develop <b>new capacity</b> due to improved quality?	
6	Did you reduce <b>unused capacity</b> or <b>appointment “no show” rates</b> ?	
7	Did you upgrade or <b>enhance equipment/software</b> resulting in improved productivity?	
	<b>Customer Processing</b>	
8	Did you <b>reduce complaints</b> from customers?	
	<b>Administrative</b>	
9	Did you reduce costs of <b>office supplies</b> (postage, envelopes, paper, copying, etc.) based on past expenses?	
	<b>Personnel</b>	
10	Did you reduce the need for <b>temporary labor</b> ?	
11	Did you reduce <b>overtime</b> ?	
	<b>Facilities &amp; Utilities</b>	
12	Did you increase <b>facility capacity</b> ?	
13	Do you have <b>any in-house or offsite areas</b> that are no longer required?	
14	Did you avoid spending additional funds by <b>eliminating the need to purchase additional space, cabinets, or equipment</b> ?	
15	Did you have a reduction in <b>utility costs</b> ?	
	<b>Safety &amp; Regulatory Compliance</b>	
16	Did this QI project improve <b>workplace safety</b> or ergonomics?	
17	Did your QI project place you <b>in compliance</b> with any regulatory bodies?	
	<b>Project Costs &amp; Investments</b>	
18	Did team members incur non-routine <b>out-of-town travel costs</b> related to the QI project?	
19	<b>Team member time:</b> How many people from your area served on QI project team?	
20	Did you <b>purchase any equipment or supplies</b> to make improvements?	
21	Have you <b>purchased additional technology</b> ?	
22	What were the costs (including labor) to <b>modify/remodel</b> equipment, fixtures, building, etc. as a result of the QI project?*	