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| Observation Organizer | | | | |
| |  |  | | --- | --- | | Observer |  | | Team: |  | | Date: |  |   The goal of process observation is to understand the entire process: We will work to accomplish the following:   |  |  | | --- | --- | | Observe 1 | Follow the work- from start to finish | | Observe 2 | Identify waste encountered at each handoff | | Observe 3 | Note workers performing their task & activities | | Observe 4 | Go and See and ask the workers why? | | | | Rules   * Watch & communicate * No blame * Positive reinforcement * Ask for clarity * Clear ambiguity * Ask the expert for details -why does this happen? |
|  | | | |
| Document all Details from the Observation Session Below | | | |
| Observation (What process did you see?) | Waste Observed? | Document defective handoffs/ Inefficiencies | Notes/ How many times did it occur? |
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| List of Behavior Goals to be Considered (copy and paste into grid on page one five behavior goals) | | | | |
| Speak respectfully |  | Keep hands to yourself |  | Avoid interrupting workers |
| Do not blame |  | Pick-up after yourself |  | Greet peers with a smile and eye contact |
| Follow directions the first time given |  | Change tasks quickly |  | Have a positive attitude |
| Bring all materials to school |  | Turn in homework on time |  | Turn in classwork on time |
| Turn in projects on time |  | Give best effort |  | Be in the right place as directed |
| Take time to consider actions before taking actions |  | Line up immediately after bell rings |  | Use restroom during breaks |
| Avoid bullying other students |  | Use kind words;  swallow mean words |  | Coexist with technology; do not be ruled by it |
| Accept failure/errors as perfectly normal opportunities to learn |  | Ask for help if needed |  | Listen carefully |