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| Observation Organizer |
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| Observer |  |
| Team: |  |
| Date: |  |

The goal of process observation is to understand the entire process: We will work to accomplish the following:

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| 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?
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|  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 smileand eye contact |
| Follow directionsthe 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 placeas directed |
| Take time to consider actions before taking actions |  | Line up immediatelyafter 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/errorsas perfectly normal opportunities to learn |  | Ask for help if needed |  | Listen carefully |