

Observation Organizer



Observer _____
Team: _____
Date: _____

Rules

- Watch & communicate
- No blame
- Positive reinforcement
- Ask for clarity
- Clear ambiguity
- Ask the expert for details -why does this happen?

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?

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?

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