

# Using the Three Questions Worksheet

*Consider a project, problem or opportunity that is related to your work, then answer the following three questions:*

1. What are you trying to accomplish?
2. How will you know that a change is an improvement?

**Measure**

**Data Source**

3. What changes can you make that will result in an improvement?

- What happens now? (Outline your current process.)
- How can the process be improved?
- How will this change help us achieve our aim?

Based on the work of Langley GJ, Nolan KM, Nolan TW, Norman CL, Povost LP. *The Improvement Guide: A Practical Approach to Enhancing Organizational Performance* pp. 3-11. San Francisco: Jossey-Bass Publishers, 1996.