

KAIZEN – The **Goals Achievement Process**

The Goals Achievement Process helps take businesses and individuals to their goals.

It is a step-by-step strategy for continuous improvement. It is our version of *Kaizen*, the improvement process employed by major corporations.

It is also a handy acronym – G.A.P. You can think of the G.A.P. as *reducing the distance or gap* between where you are now and where you want to arrive.

We break it down into six steps outlined below.

The G.A.P. has 7 Steps:

1. **Review.** Look at the recent performance revealed by *Key Performance Indicators* (statistics), financial trends and percentages, and assessments of job checklists, policies, the mission statement, and core values. Use objective indicators where possible while considering team members' attitudes and feelings.
2. **Discover What Worked.** Find out what is contributing to your successes the most. A person, a procedure, or a culmination of specific actions over the last several months?
3. **Discover What Isn't Working.** Locate the log jam, the weak link, or the "hole in your bucket." Don't be too critical of your team or yourself. For the most part, everyone is working hard. However, performance can be held back for several reasons. Perhaps a procedure was skipped. Misunderstandings can occur, which can demotivate you or a member of your team. Sometimes, more training is needed, or a refined procedure would improve customer flow. Maybe more help is required, or someone has quietly decided to quit but hasn't yet.
4. **Document.** Keep a simple list of what works in your practice and business playbooks. Keep these simple and update and *review them often*. It is easy to let them slide or forget key procedures. The trick is keeping them very simple, even informal, with *dated* notes.
5. **Plan.** Your plan is a date with the future. Your plan should list a few simple action steps assigned with deadlines. Most of the actions are towards supporting the successes or "up" areas, and just a few to remedy the weak areas. Keep the total planned projects or tasks to about 3-5. These will be organizationally oriented but also include key production goals to be achieved. Do not make any major changes if things are going well. If a new project is needed, see if you can test it first for a few weeks without committing your entire operation. If it works, incorporate it. If not, dump it.
6. **Implement.** Get these action steps done and production goals achieved!
7. **Schedule the next meeting.**



