**What is a Control Plan?**

Any given process can be described as in-control or out of-control. A process that is considered in-control is a one that has operating targets that are actively being measured *and* those targets are being met. A control plan or control chart is a tool used to ensure that a process stays in-control and how team members should respond to instances when key measures are trending outside of an acceptable range.

This template breaks down creating a control plan into two sections, Measuring Performance and Taking Action, to help complete this document.

**Directions**

Measuring Performance

1. Consider your process carefully and identify the Key Performance Indicators (KPIs) that will measure the performance of your process and note these in the Performance Measures column.
2. Determine the target goal you would like this performance measure to show; Keep in mind this target should be both realistic and achievable by your organization.
3. Decide how frequently you’ll need to check in on your process to see if it’s meeting the targets that have been set.
4. Determine your control limits; These are the tolerances on each performance measure and may have a lower *and/or* upper limit depending on the process.

Taking Action

1. Based on your check frequency and control limits, determine what trends in performance should trigger a team member to actively investigate the process; These triggers need to be based on patterns in performance to prevent overreaction to one-off variations.
2. Determine who will have decision responsibility when taking action on the identified trends, making sure to identify roles in the organization that will be responsible not just individuals.
3. Identify how the issue should be responded to initially; This response plan should be as detailed as needed and may require additional instruction or documentation to properly outline.

*Tip: A control plan is intended to be concise and easily comprehended by the reader. When drafting this document consider the primary audience, how they will access this information, and make sure that it is relevant to the work they have ownership of. Try to avoid overloading this plan with information and use additional reference documents that hold more information if needed.*

*Tip: Just as trends in poor performance take time to develop, so do trends in corrective actions. Use a control plan to prevent overreaction and overwork as you monitor performance.*

*Tip: This document helps keep a process in-control based on “today’s” circumstances. Update this plan as needed to reflect new standards and If multiple performance measures consistently trend out of-control, this is a good indication that the process at large needs to be reassessed for possible improvements.*

**Example**

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| --- | --- | --- | --- | --- |
| Process Name | Organization | Project Lead | Date Modified | Revision Number |
| Customer satisfaction | Green Belt Pizza | Hugh Mann, Asst. Mgr. | 8/27/24 | 1 |

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| --- | --- | --- | --- | --- | --- | --- |
| Performance Measure  *(From Data Collection Plan or CTQ Tree)* | Target | Check Frequency  *How often will the target be checked?* | Control Limits  *What are the outer most limits that are acceptable before your process is considered to be performing poorly?* | Action Trigger  *What are the acceptable limits and duration before action needs to be taken?* | Decision Responsibility  *Identify positions, not people, to be responsible for deciding the best course of action.* | Response Plan  *What actions will be taken to bring the process back into control?* |
| Positive Order Accuracy responses in customer feedback survey (see performance dashboard) | **95% positive response rate** | **Weekly** | **Positive response rate of less than 88%** | **Positive response rate drops below 88% for 3-consecutive weeks** | **Managers and Line Staff** | **Inspect where baking errors occur, evaluate our order intake methods** |
| Delivery time - Time from when an order is received in store to the time it is accepted by the customer  (see performance dashboard) | **25 minute average delivery time** | **Weekly** | **Average delivery times of:**  **Less than 15-mins *or* Greater than 35-mins** | **Average delivery time is > 35-mins or <15-mins for 2-consecutive weeks** | **Drivers and Mangers** | **Review order locations to determine best routes  Discuss external factors such as construction, events, or holiday traffic** |
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| Measuring Performance | | | | **Taking Action** | | |

**Worksheet**

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| --- | --- | --- | --- | --- |
| Process Name | Organization | Project Lead | Date Modified | Revision Number |
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| Performance Measure  *(From Data Collection Plan or CTQ Tree)* | Target | Check Frequency  *How often will the target be checked?* | Control Limits  *What are the outer most limits that are acceptable before your process is considered to be performing poorly?* | Action Trigger  *What are the acceptable limits and duration before action needs to be taken?* | Decision Responsibility  *Identify positions, not people, to be responsible for deciding the best course of action.* | Response Plan  *What actions will be taken to bring the process back into control?* |
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| Measuring Performance | | | | **Taking Action** | | |