

Origin Go and See Worksheet

What is Go and See

A simple practice in which you visit the place where the work happens, observe the facts, and learn from the people who do the work. Use eyes, ears, and questions to understand current state before proposing fixes.

When to use Go and See

- ✓ At the start of identifying a problem
- ✓ When data conflicts with what teams believe
- ✓ When a point of cause is suspected
- ✓ After a countermeasure is applied to verify results

How to conduct yourself

- ✓ Ask permission when necessary and honor safety rules
- ✓ Stand where you can see the work without blocking it
- ✓ Watch the sequence first, then ask short open questions
- ✓ Capture facts with times, counts, and identifiers
- ✓ Seek causes in the process, not blame in the person
- ✓ Confirm understanding by repeating back what you saw
- ✓ Avoid **solutions** talk as you are here to observe and understand

Evidence to capture

- ✓ Photos or sketches of the station and flow, if allowed
- ✓ Identifiers for parts, forms, tickets, or systems
- ✓ Time stamps, cycle times, counts, queue sizes
- ✓ Where the standard is posted and how it is used
- ✓ Any visible rework, rechecks, requeues

Tie to OPS method

Go and See supports things like Perception, Current State, Point of Cause, and Check. Use it to clarify Target, Actual, and Gap, to confirm root cause, and to verify that changes hold.

Session setup

Field	Entry	Field	Entry
Purpose		Date	
Owner		Time box	
Process name			

Go and See plan

Field	Entry
Location and station	
When	
Who will observe	
Permission and safety check (Yes or No)	
Standard exists (doc or system id)	
Standard Work in hand (Yes or No)	

Observation log

Time	Step	Observation (facts only)

DOWNTIME legend

Code	Definition and examples
D	Defects: wrong info, missing fields, failed checks
O	Overproduction: work done before it is needed
W	Waiting: idle time, queues, approvals
N	Non-utilized Talent: skills not used, poor role to task fit
T	Transportation: movement of items or information without value add
I	Inventory: backlogs, excess materials, WIP
M	Motion: extra movement or searching by people or tools
E	Extra-processing: more work than the customer needs

Example Questions You Can Ask

How do you identify an exception?

How are exceptions visually represented?

How do you input quality into the process?

What problems do you have that you fix?

What problems do you have that you can't fix?

Next step

Item	Entry
Owner	
Due date	
Follow-up meeting	
Linked A3 id	

Action Plan

Record action items that arise from the Go See, including any questions that could not be answered at that time. Use this section to document subsequent steps resulting from the Go See. Do not implement corrective actions for processes in which you are not the operator experiencing the issues.

Action	Owner	Due Date