

# SMART Target and Point of Cause Map

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Work live on a physical or virtual whiteboard. Record on this sheet only if needed. Capture final highlights on the A3.

## SMART Target

A SMART Target ensures problem-solving goals are Specific, Measurable, Achievable, Relevant, and Time-bound. This creates clarity for the team and ensures that efforts are aligned with the ultimate objective. From the 'Identify and Locate' step in Origin Problem Solving, the SMART Target refines focus to a single slice of the problem pie.

## SMART Criteria

- **Specific:** Clear, well-defined objective from your breakdown step.
- **Measurable:** Data-driven metric to track progress.
- **Achievable:** Ambitious yet realistic.
- **Relevant:** Directly addresses the identified gap.
- **Time-bound:** Deadline that creates urgency and drives action.

## SMART Target Worksheet

Specific
Measurable
Achievable
Relevant
Time-bound

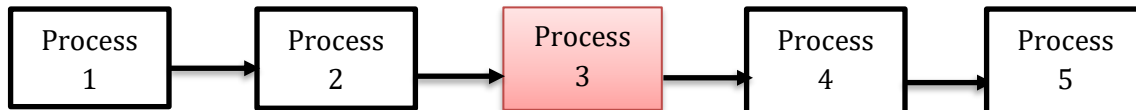
**SMART Target:** Combine each category into a full 1 – 2 sentence SMART Target

## Point of Cause Map

The Point of Cause is the step in the process where the problem originates or is first detected. Locating this point focuses investigation and root cause analysis. In Practical problem-solving, a simple high-level process map can be used to visually mark the point of cause.

### Instructions

1. List high-level process steps in sequence.
2. Identify the step where the problem originates or is first detected.
3. Mark this step clearly on your map.
4. Add this location to your Prioritized Issue (From Step 3) to form a Problem Statement for Step 5: Root Cause Analysis.



## High-Level Process Map

Process Steps and Point of Cause