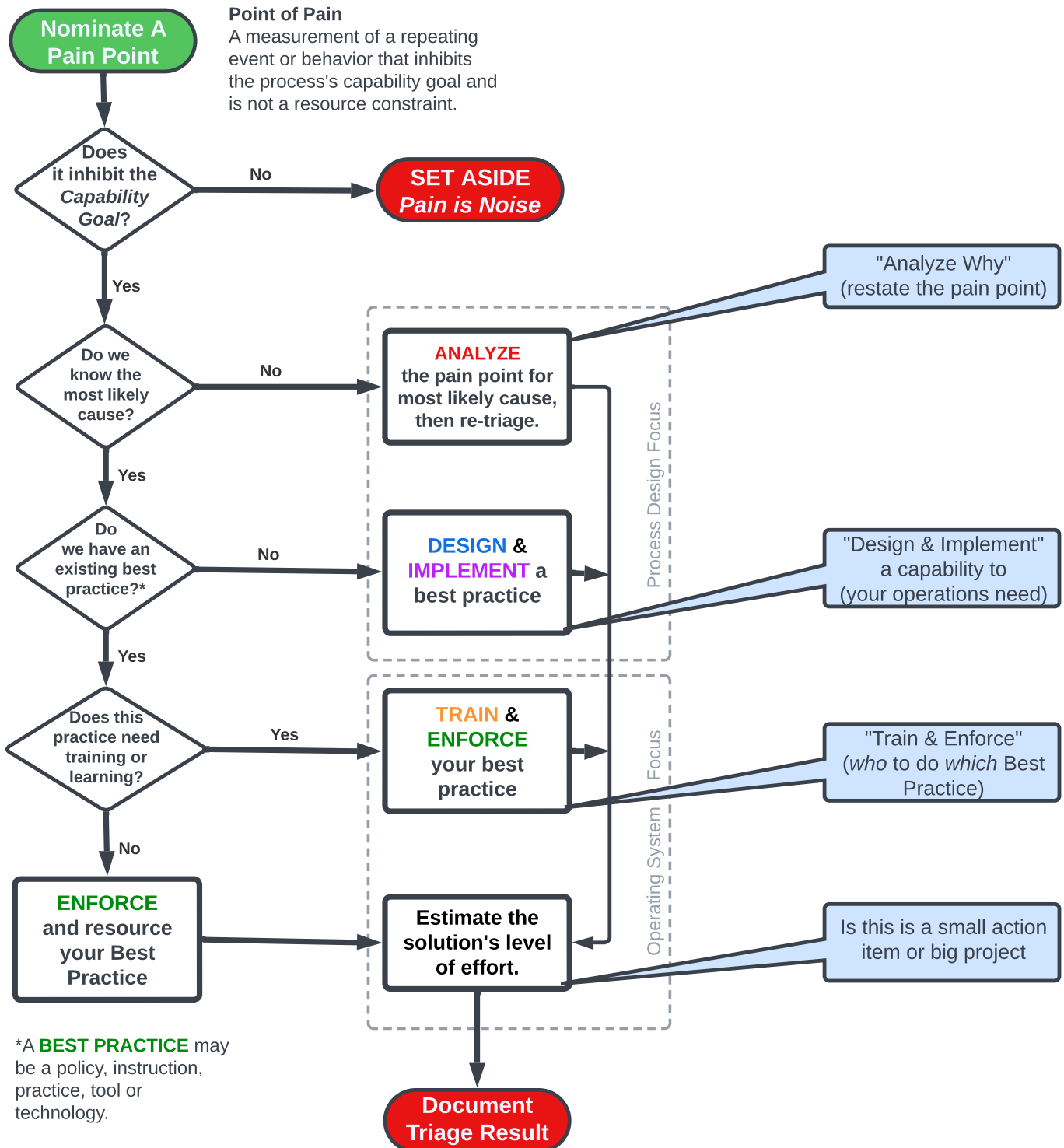# ProcessTriage® Protocol

Use the Process Triage Protocol to determine the best treatment for your pain. This guide serves as a structured road map, taking you through the sequential steps involved creating workable solutions. Once your pain points are listed, have each member of the team read their pain points aloud while another teammate asks the questions on the chart below until you arrive at the action required to resolve the pain.

Nominate A Pain Point

Point of Pain
A measurement of a repeating event or behavior that inhibits the process's capability goal and is not a resource constraint.

Does it inhibit the *Capability Goal*? — No → **SET ASIDE** *Pain is Noise*

Yes ↓

Do we know the most likely cause? — No → **ANALYZE** the pain point for most likely cause, then re-triage.

"Analyze Why" (restate the pain point)

Yes ↓

Do we have an existing best practice?* — No → **DESIGN & IMPLEMENT** a best practice

"Design & Implement" a capability to (your operations need)

Process Design Focus

Yes ↓

Does this practice need training or learning? — Yes → **TRAIN & ENFORCE** your best practice

"Train & Enforce" (*who* to do *which* Best Practice)

Operating System Focus

No ↓

ENFORCE and resource your Best Practice → **Estimate the solution's level of effort.**

Is this is a small action item or big project

*A **BEST PRACTICE** may be a policy, instruction, practice, tool or technology.

↓

Document Triage Result