

Plus Delta How To

Purpose of the Plus Delta Tool

Plus Delta is a quality tool to assist groups with continuous improvement.

A group can use a Plus Delta to evaluate how well they are achieving their mission.

[Note: You can also use a Plus Delta to evaluate a process or your own performance.]

Instructions for Using a Plus Delta

Introduction

Before beginning the plus delta process, restate the mission of the group.

Step One: Plus

- Ask each person to state one **PLUS** (thing that is helping the group meet its mission).
- Have someone record the responses.
- Continue asking until they can't think of any more.

Step Two: Delta

- Ask each person to state one **DELTA** (thing the group could do to be more effective in achieving their mission).
- Have someone record the responses.
- Continue asking until they can't think of any more.

Follow-up

- Have someone send the results of the Plus Delta to the group.
- At a future meeting, pick items from the Delta list that one or more team members will take as action items.

Guidelines

- The group should keep their focus on meeting their mission and meeting the needs of those they serve.
- The group should avoid complaining.
- The Plus Delta is about helping you focus on opportunities for improvement.
 - ▶ Leverage the Plus items as much as possible.
 - ▶ Understand there is always room for improvement.
- Delta means change. The idea is to identify something you can change that would make you more effective or efficient. A good DELTA is:
 - ▶ action oriented
 - ▶ feasible
 - ▶ taken as an action item by one or more team members