1. Choose a problem you would like to solve by improving quality.

*Example: Improve my mornings*

What is your hypothesis?

*Example: If I have a quality breakfast in bed, mornings will improve*

What information or data (if any) supports your hypothesis?

*Example: I never eat breakfast because I cannot cook food, I do not wake up on time, and I cannot get out of bed until I have food in my stomach*

What is the quality subject you wish to assess using data?

*Example: Breakfast in bed*

1. What subject matter experts will you access to help determine quality criteria?

*Example*: *Breakfast in bed chefs, staff, trainers/supervisors. I will reach out to 5 star hotels known for their breakfast in bed*

1. What do you want the data on your quality subject to tell you?

*Example:* *What aspects of breakfast in bed are going well and what aspects can be improved upon?*

1. What method will you use to quantify quality?

*Example: I will use an Analytic rating scale in the form of a survey because it will allow me to look at specific criteria within a rating scale and determine items that are strong as well as those that need to be improved.*

1. Who will use and test the assessment tool?

*Example: I will because I am the recipient of breakfast in bed and the primary stakeholder*

What is the purpose of the tool?

*Example: To ensure quality breakfast in bed is provided*

Where is the Tool Located?

*Example: The tool will be a hard copy of a survey as well as a web based survey to allow entry and analysis*

When/How Often is the tool used?

*Example: The survey will be used on a daily basis to ensure consistent high quality breakfast in bed*

How is the tool conducted?

*Example: A hard copy of the survey will be delivered with breakfast each morning*

1. How will you use the data collected from the survey?

*Example: I will identify areas of strength and areas that need improvement.*

1. How will you implement change based on the data results?

*Example: I will provide training opportunities for areas that need improvement and offer incentives to breakfast in bed staff members that exceed expectations*