



Post-Training Support

Areas You Influence

You have more influence over your process than you might think. This tool helps you identify your areas of influence.

The name of the process you're improving:

What are the gaps between customer expectations and process performance? Check the areas that might be causing the gaps, and identify how much influence you have over each of them.

- Great Influence
- Some Influence
- No Influence

People: This area includes you and anyone else involved in performing the steps or tasks of a process.

- Great Influence
- Some Influence
- No Influence

Materials: This area includes the things you work on or with, such as information, parts, or customer orders.

- Great Influence
- Some Influence
- No Influence

Methods: This area includes how you complete each step of the process.

- Great Influence
- Some Influence
- No Influence

Equipment: This area includes the tools you use to do your job, such as machinery, hand or power tools, computers, or telephones.

Choose the area of this process—**people, materials, methods, or equipment**—over which you have the greatest influence. Record what you will do specifically to influence this area.

Notes