

Homework Week 11

Homework Part I:

Complete the **Capture Sticky Actions** handout to turn in next week.

Homework Part II:

Bring in or record an example of a good Control tool; a job aid, simple instructions, quick reference card, etc. Alternately, bring in an example of some instructions that could be improved.

What makes your first example a good Control tool?

Why does your second example need improvement?

What would you do to improve the second example?