

Step 2

SET THE OBJECTIVE

The service being reviewed is _____

THOUGHT TRIGGER CARD

Please carry this with you for a week and jot down thoughts as they occur to you.

- What is particularly good about the service?

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

- What has been troubling about the way the service is currently delivered?

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

- What do you think could be improved?

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

