# Tool E: Check-sheet

A check-sheet is a structured, prepared form for collecting and analysing data. It is a generic tool that can be adapted for a wide variety of purposes. A check-sheet can help us answer the question: how often are certain events happening?

Use a check-sheet when:

* data can be observed and collected repeatedly by the same person, or at the same location
* collecting data on the frequency or patterns of events, problems, defects, defect location, defect causes, etc
* collecting data from a process.

## Procedure

* Decide what event or problem will be observed. Describe clearly so everyone understands what the problem or event to be observed is.
* Decide when data will be collected and for how long.
* Design the form. Set it up so data can be recorded simply by making check marks or Xs or similar symbols.
* Label the form.
* Test the check-sheet for a short trial period to be sure it collects the appropriate data and is easy to use.
* Each time the targeted event or problem occurs, record data on the check-sheet. Collect the data consistently and honestly. Ensure sufficient time is allocated for this task.

## Example

Telephone interruptions:

|  |  |
| --- | --- |
| **Reason** | **Day** |
| Monday | Tuesday | Wednesday | Thursday | Friday | Total |
| Wrong number |  |  |  |  |  | 20 |
| Info request |  |  |  |  |  | 20 |
| Boss |  |  |  |  |  | 19 |
| Total | 12 | 6 | 10 | 8 | 13 | 49 |

Which days were the worst for interruptions?

Which interruptions were most frequent?