

Plus (+) / Delta (Δ)

Purpose: This quality tool provides a simple method for individuals or teams to engage in reflection as an approach to continuous improvement. The +/- evaluation can help inform the changes needed to achieve higher levels of performance.

Pluses

- ✓ Identify the things that are working, first
- ✓ Pluses are the items that the individual or team wants to maintain and build upon

Deltas (*opportunities for improvement*)

- ⚡ Identify the opportunities for improvement. These are the things that can be changed so that the individual or team may be more effective
- ⚡ Deltas should be action oriented and begin with a verb
- ⚡ Deltas should be specific
- ⚡ Deltas should be within the realm of possibility
- ⚡ Deltas should be reviewed and acted upon

Plus (+)	Delta (Δ)