



Company Name: _____

FLC LAB: Continuous Improvement Action Plan

Part 1: The Focus (Define)

Identify a specific management system that you would like to improve. Choose one of the management systems that you marked as "We are struggling" or "We are developing" in your FLC LAB assessment.

Pro-Tip: Easily access a list of these indicators on the Benchmarking page of FLC LAB by clicking on "Additional Views" in the purple box and selecting a response. [Click here to see where to find this.](#)

Management System from FLC LAB	Assessment Channel Current Response	Defining the Current Response	Why is this a priority?
Employees proactively communicate concerns about, or violations of, their physical and/or psychological safety.	☐ We are learning & developing ☐ We are struggling	HR selected the response "We are learning and developing" because there is uncertainty about whether employees actually feel psychologically and physically safe at work. The lack of reported incidents indicates there is no violation occurring; however, there is concern internally that employees are just choosing not to use the channels for reporting that are in place.	There is a desire to ensure all employees feel safe enough to report concerns if they do have them.
Your Turn!			

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Part 2: Building on Strengths (Discover & Dream)

ECIP’s Appreciative Inquiry approach focuses on using your existing strengths ("the positive core") to solve problems

Pro-Tip: Explore your Strengths in FLC LAB by clicking the topic buttons on the Benchmarking page. [Click here to see where to find this.](#)

A. Discovery: What is working? Even if this area needs improvement, what parts are we already doing well? What are our strengths?

Appreciative Inquiry	Our Strengths
What is currently working well?	
What are the strengths of the management systems we use to solve similar challenges?	
How do we embody our values in solving these types of challenges?	

B. Dream: What does "Great" look like? Imagine this management system was working perfectly. What would that look and feel like for your business, your workers, and your customers?

[Type here]

Part 3: The Action Plan (Do)

How do we move from where we are today toward the "Dream" we described above?

Action Step	Who is Responsible?	Target Date	Resources Needed
<i>Eg: Tailgate meeting to solicit input from supervisors and workers</i>	- Maria (Salinas) - Amalia (Yuma)	August 28	- Sign-off from Juan - Coffee & notebooks for 12

Part 4: Sustaining Success (Deliver)

To ensure this becomes a habit and not just a one-time task.

A. How will we know we are making progress? (e.g., Monthly check-ins, feedback from worker surveys, fewer incidents reported)

[Type here]

B. What support does the team need to keep this going?

[Type here]

When do I commit to updating this action plan? [Date] _____

When will I update my response in FLC LAB to credibly and accurately reflect improvement? [Date] _____

Part 5: For Your Records

Keeping this document helps verify your commitment to the Learning Channel Star in FLC LAB. If asked, you can share examples of these plans to demonstrate your engagement.

- Date Created: _____
- Review Date: _____
- Review Date: _____