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 +/Δ 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 (△)