

## Plus (+) / Delta ( $\Delta$ )

**Purpose:** This quality tool provides a simple method for individuals or teams to engage in reflection as an approach to continuous improvement. The +/ $\Delta$  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 ( $\Delta$ )