Continuous improvement methods range from short-term actions improvement (local quick-win response, emergency support, kaizen team, SS...) to global improvement methods (8D, 6-Sigma, PDCA, TQM...). Unfortunately, continuous improvement methods are not systematically adopted by enterprises. There are lots of variations in the application of these concepts from one enterprise to another. Many organizations, especially public ones, encounter difficulties to apply these basic concepts in a daily and sustained rhythm. As consequence, final customers can experience huge variations in quality of services and products from one entity to another. Each poor-experience of services or products generates consequences. For customers, it can range from a simple dissatisfaction to death! For the enterprise, it generates consequences. For customers, it can range from a simple dissatisfaction to death! For the enterprise, it generates consequences.

Our proposal employs the 5-stars rating system to structure the improvement process: (1) record, (2) assign, (3) analyze, (4) improve, (5) audit. Each opportunity and its treatment are stored in a card, as shown figure 1(a). Each card is ranked over 5. The mean value of all ongoing improvements generates a value over 5. This value quantifies the ability of an organization to improve itself. The application, named Gear, supports this process, as shown figure 1(b), and other management features that will be uncovered during the summit.

Main Contribution:
Our proposal employs the 5-stars rating system to structure the improvement process: (1) record, (2) assign, (3) analyze, (4) improve, (5) audit. Each opportunity and its treatment are stored in a card, as shown figure 1(a). Each card is ranked over 5. The mean value of all ongoing improvements generates a value over 5. This value quantifies the ability of an organization to improve itself. The application, named Gear, supports this process, as shown figure 1(b), and other management features that will be uncovered during the summit.