Problem Solving Techniques


• A description of the problem & the metric used to describe it.
• The process name & location of the problem.
• The time frame over which the problem has been occurring
• The size and magnitude of the problem
• Problem descriptions do not assign blame, imply cause or suggest a remedy

Rule of Thumb
If you can’t describe the problem in a single sentence (two at the most) then you don’t understand the problem (or you have multiple problems).