

Problem Solving Techniques

Define and Describe Your Problem—What? Why? When? How? Where? Who?

- 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).

