PROBLEM SOLVING

Handouts

2020
Problem statement: “The Gap”
Purpose: Clearly Identify the Problem

What we *should* be doing

Current Standard

What we are *actually* doing
Gap Analysis: Fishbone

- **EQUIPMENT**: Equipment, computers, tools, required to accomplish the job
- **METHOD**: How the process is performed
- **PEOPLE**: Anyone involved with the process
- **MATERIALS**: Raw materials to produce the final product
- **ENVIRONMENT**: Conditions under which the process operates

**THE PROBLEM**
**Gap Analysis: 5 Why’s**

1. Document potential root causes
2. Ask if any cause is more likely the root than another
3. Drill down by asking “why” on the most likely root cause

**Problem:**

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Get to a WHY that you can influence
A Questioning Mind

What do you actually **know**?

→ How do you know it?

What do you **need** to know?

→ How can you learn it?