

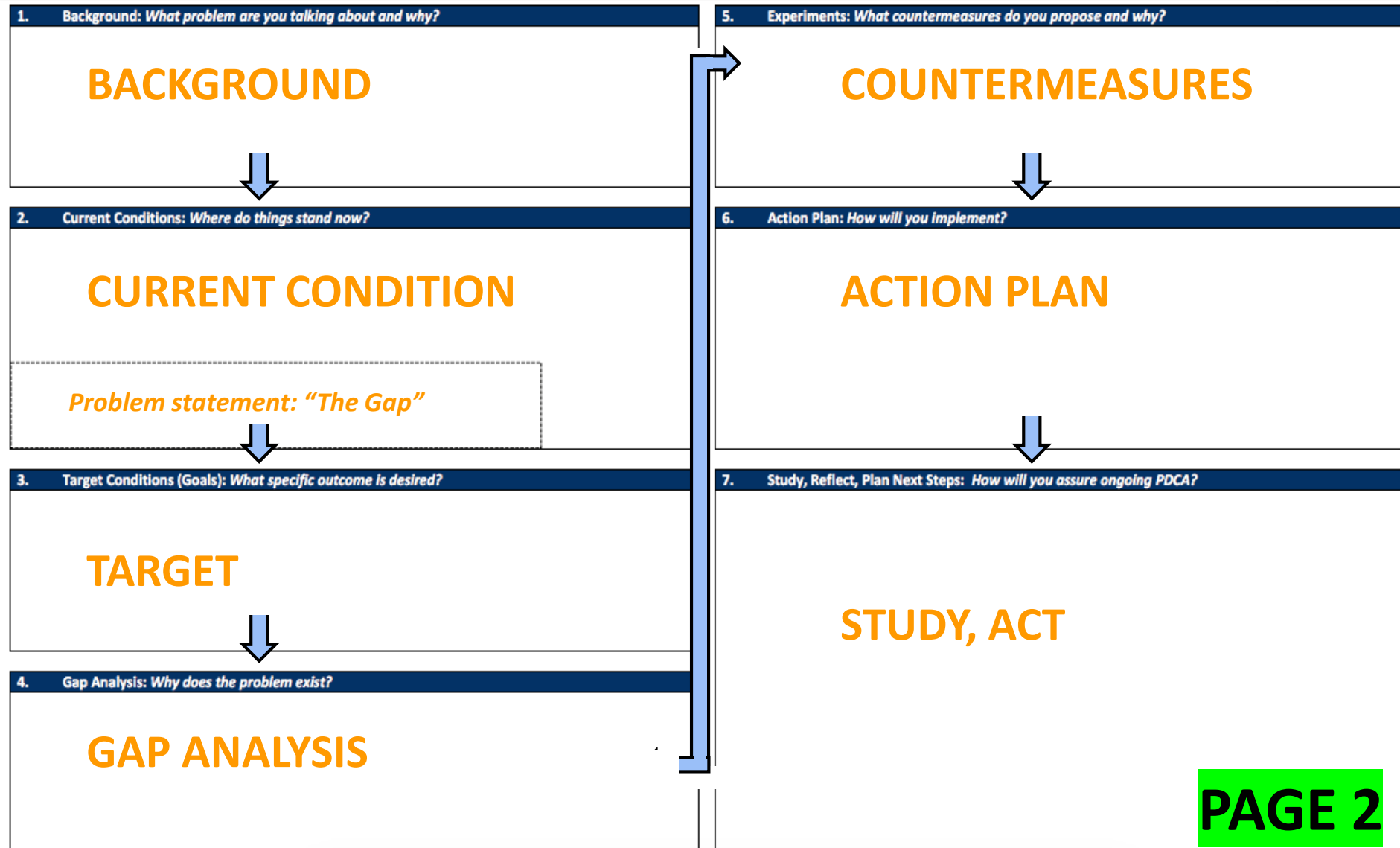
# PROBLEM SOLVING

*Handouts*

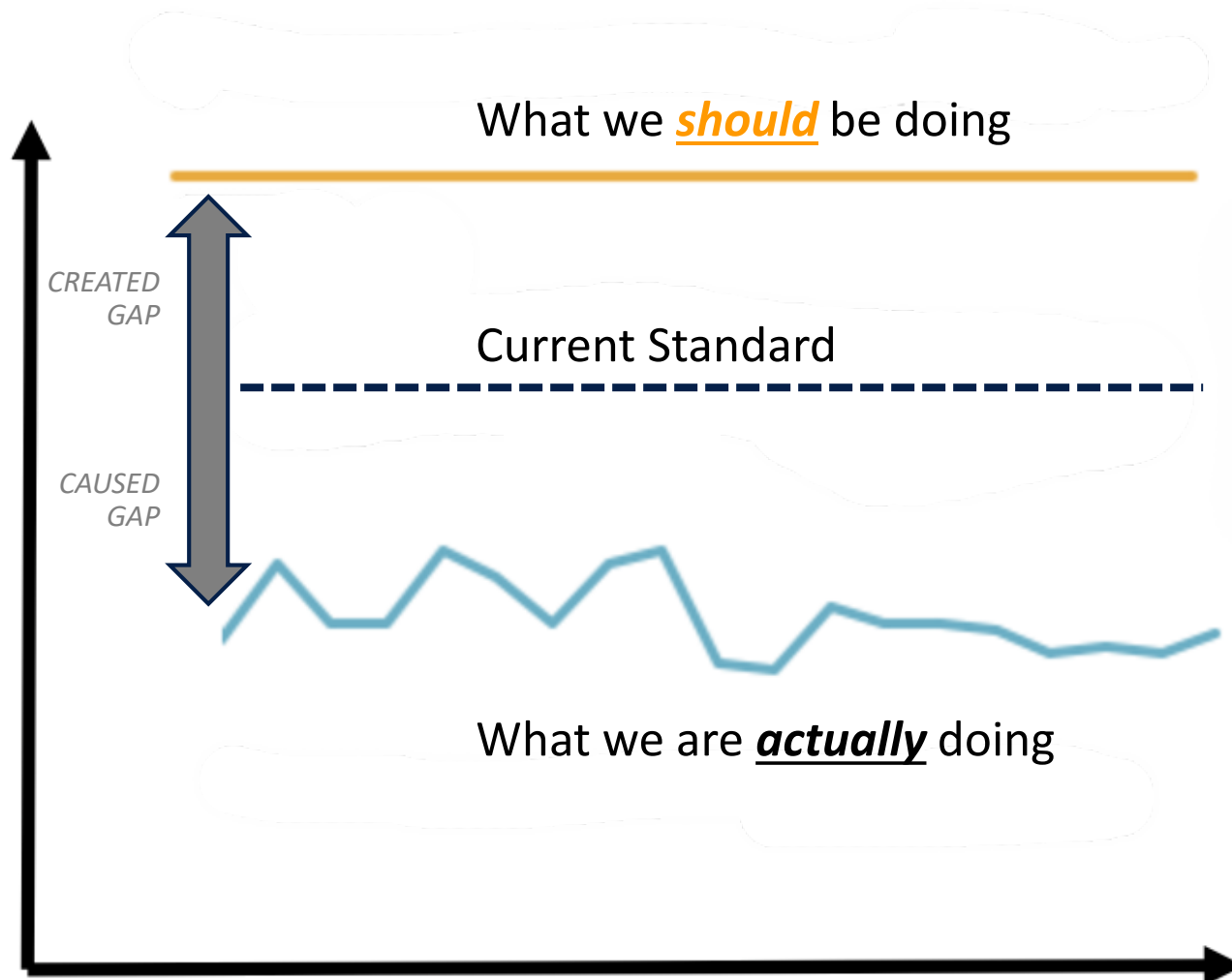
2020

# UCSF A3 Template: *Components*

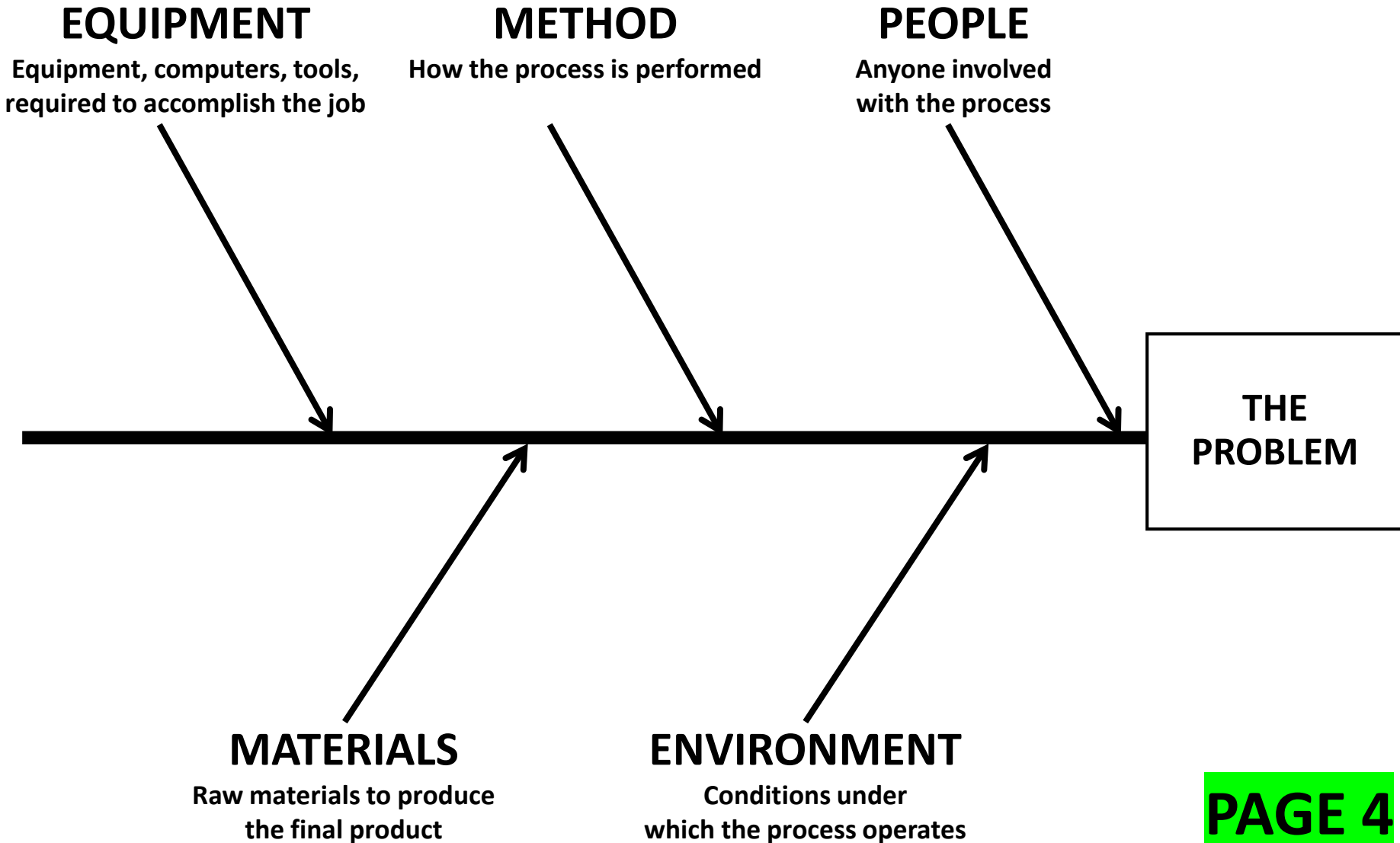
## TITLE



# Purpose: Clearly Identify the Problem



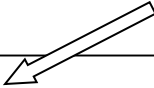
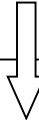
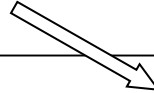
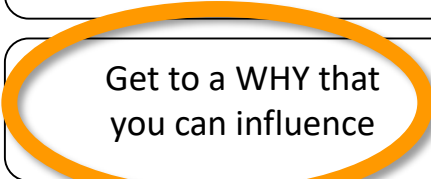
# Gap Analysis: *Fishbone*



# 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: \_\_\_\_\_

WHY?			
WHY?			
WHY?			
WHY?			
WHY?			

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?*