

CREATING MEANINGFUL PROBLEM STATEMENTS

Feel free to take notes as you follow along with the presentation...

Review Problem Statement:

What's the problem with this problem statement?

Employees are stressed because there are not enough people to answer the phones, there are too many calls coming in all the time, and customers are constantly complaining their calls are not being answered.

When you see this problem statement do any solutions come to mind?

Analyzing the Problem:



Does the problem impact more than one person?



Is there data to back up the problem?



Is the problem within our realm of influence?

Crafting the Problem Statement:

Who is affected?

What is the result of the problem?

When/How often does the problem occur?

Where does the problem occur?

What is the business impact (the big **WHY**)?

Example Lean Problem Statement:

*The Office Assistants (**Who?**), at Agency HQ (**Where?**), do not answer the phones 30% of the time within 3 rings (**When?**) which causes a delay in serving customers (**What is the result of the problem?**) resulting in a negative customer experience (**What is the business impact? The Big WHY**).*

ACTIVITY

Scenario

The agency failed a data integrity audit for the second time and a statewide training plan is needed to make sure people know how to do their work. This training must be done within three months or people will start losing their jobs.

Analyzing the Problem

- This is the second time the Agency has failed the data integrity audit.
- Three failures will result in a 30% funding cut, which could mean job loss or reduction in service, however it's unknown until a plan is put in place.
- 98% of the errors happen at HQ and are due to inaccurate reporting.



Does the problem impact more than one person?



Is there data to back up the problem?



Is the problem within our realm of influence?

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Craft Your Lean Problem Statement

Who is affected?

What is the result of the problem?

When/How often does the problem occur?

Where does the problem occur?

What is the business impact (the big **WHY**)?

Write out your problem statement

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