

Solving Problems Should be Easy!!!

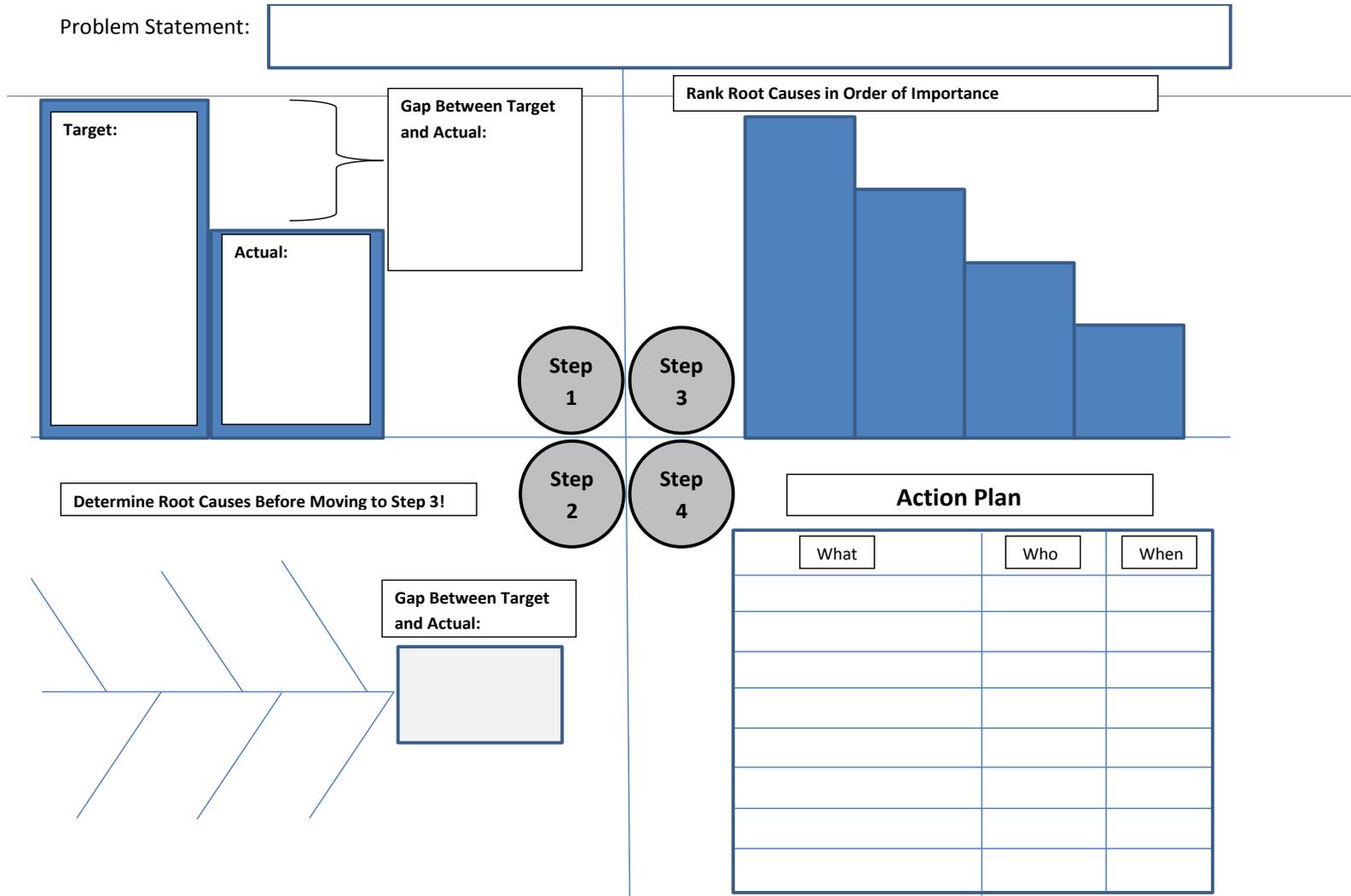
USING THE 4-STEP VISUAL PROBLEM- SOLVING TOOL

JENNIFER HAURY

CEO, ALL ANGLES CONSULTING

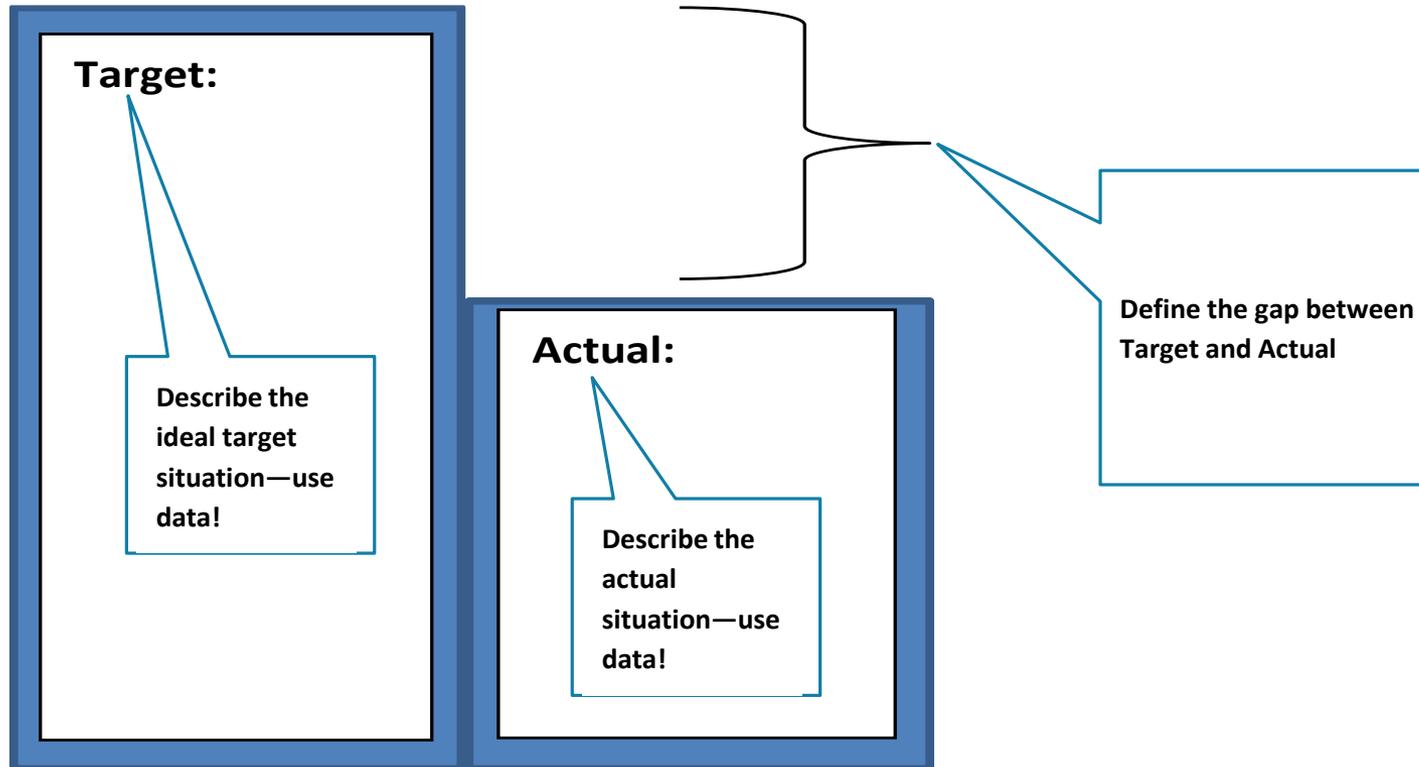


Four Step Problem Solving



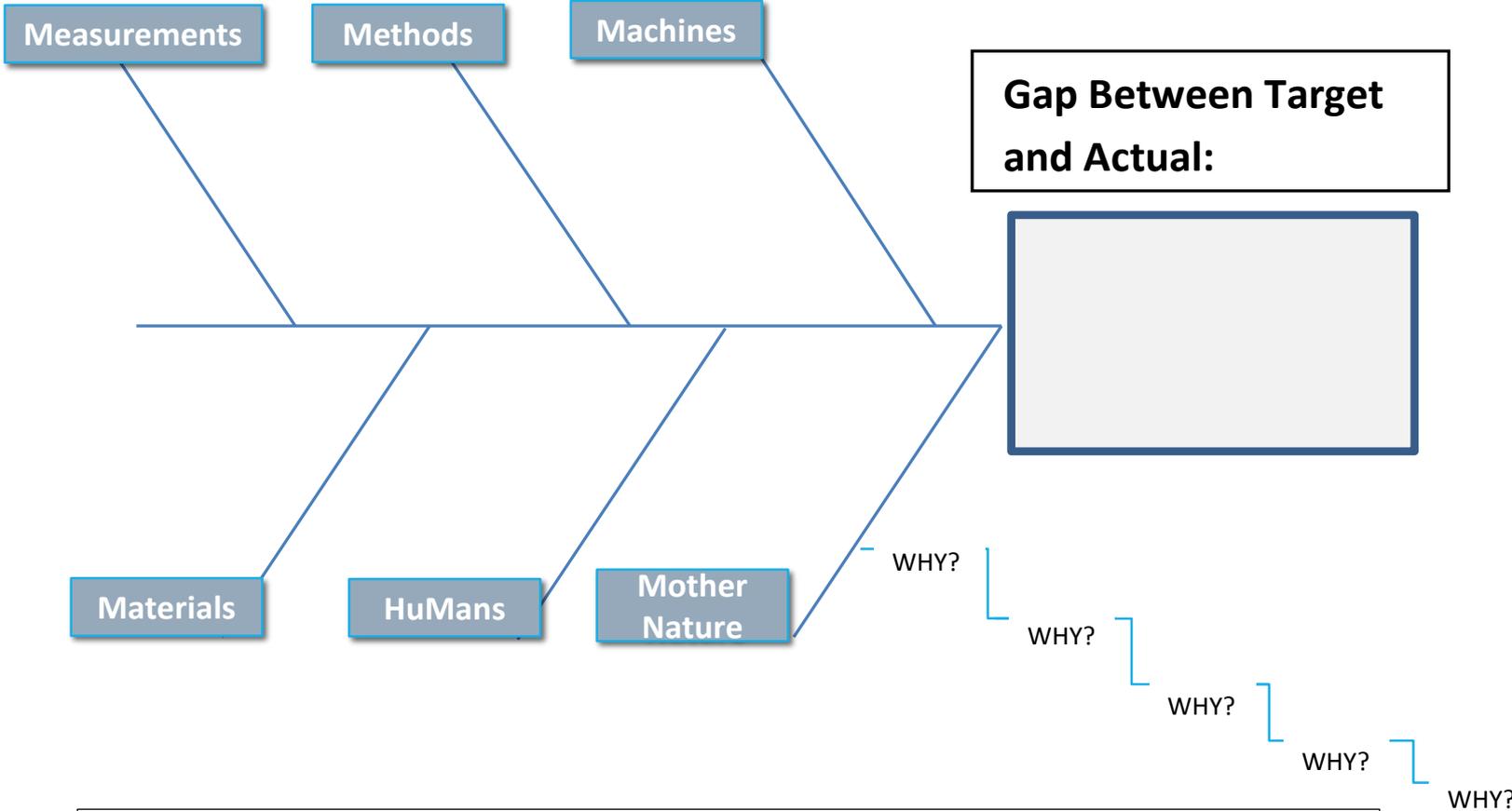
One Point Lesson

Quadrant 1: Define the Gap



1. Identify your problem statement.
2. Define the gap: compare target and actual.
3. Go to the workplace to verify assumptions and further understand the problem.
4. Be careful not to confuse the problem with causes or countermeasures.
5. Do not jump ahead until the problem is clearly defined.

One Point Lesson Quadrant 2: Identify Root Causes



1. Brainstorm with the team to identify causes of your problem.
2. Ask “why?” five times to drill down to root cause (stop asking when it doesn’t make sense to ask “why” one more time).
3. Collect data and/or go to the workplace to verify causes by observation.
4. Do not jump ahead until root cause(s) are identified.

The 6 Ms

HuMan

Machine

Mother
Nature

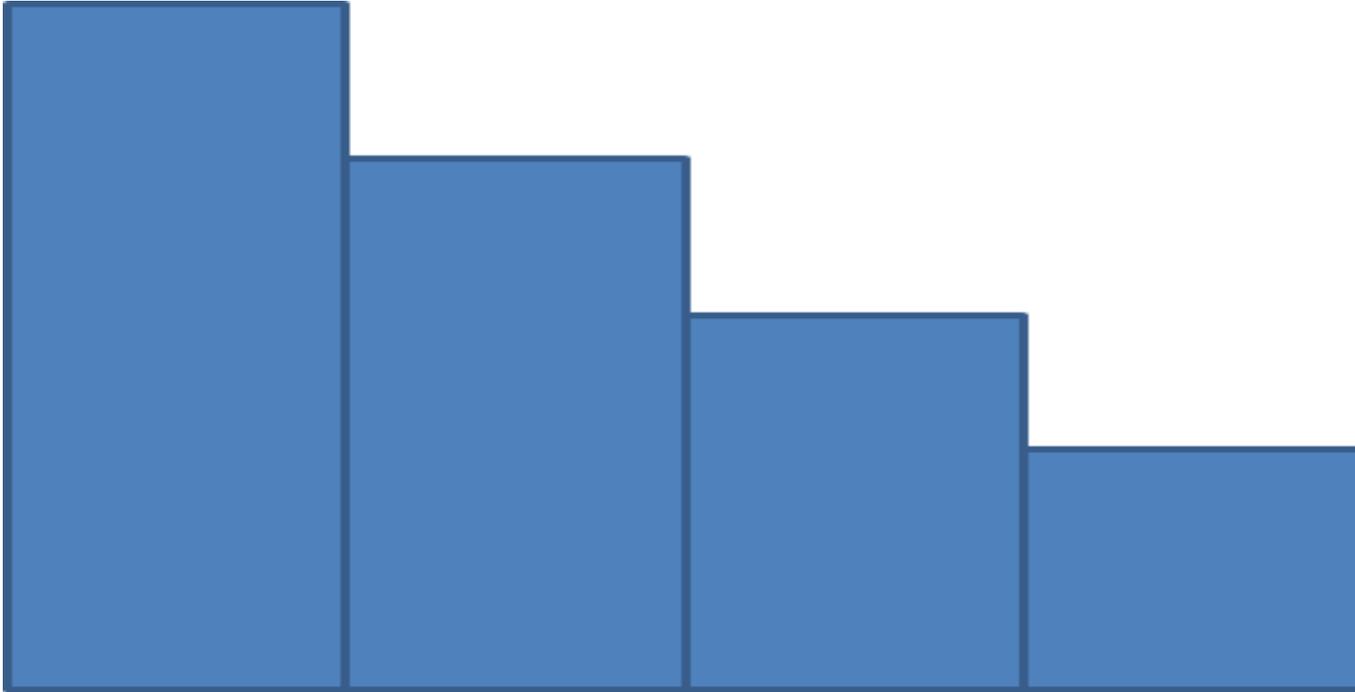
Material

Measurement

Method

One Point Lesson

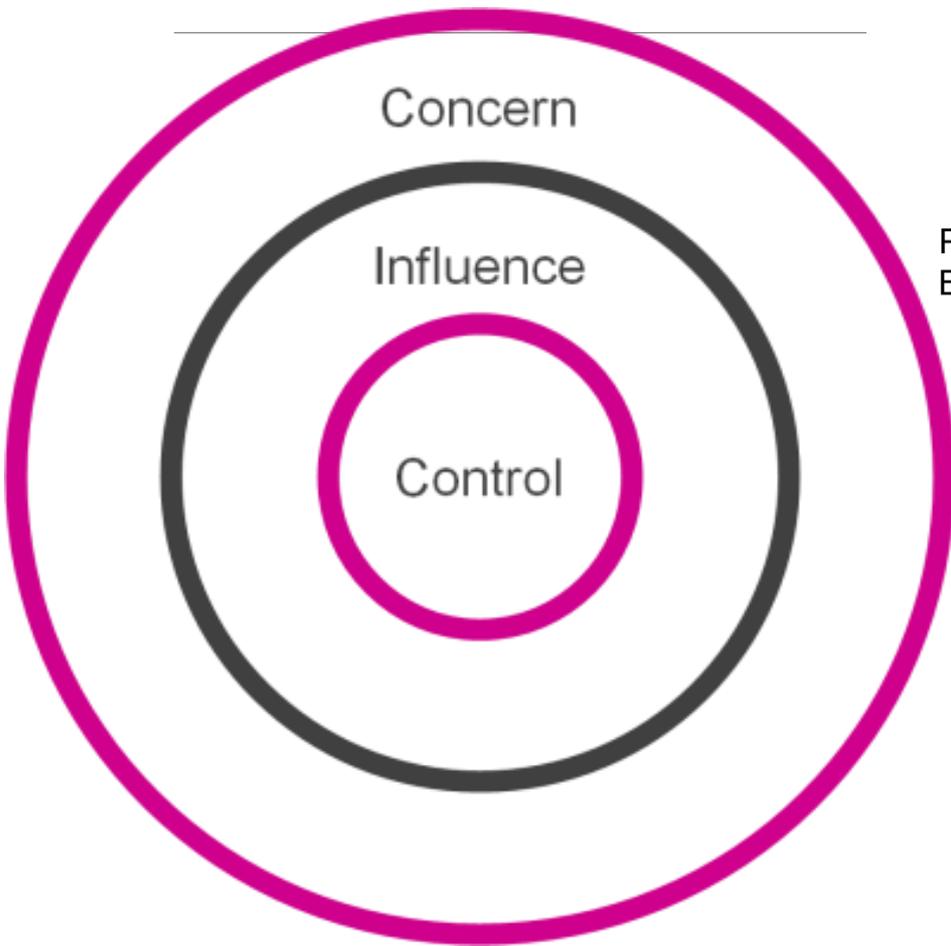
Quadrant 3: Root Causes in Order of Importance (Pareto)



1. Determine which causes, in order of importance or impact, are the biggest contributors.
2. Use data and go to the workplace to verify causes.
3. Do not jump ahead until root causes have been ranked.

NOTE: Be sure to focus on causes within control of the group

Other Methods to Narrow Choices



Priority / Payoff Matrix

	High		
Payoff/ Benefit			
	Low		
		Ease of Implementation	

One Point Lesson

Quadrant 4: Countermeasures and Action Plan

Action Plan

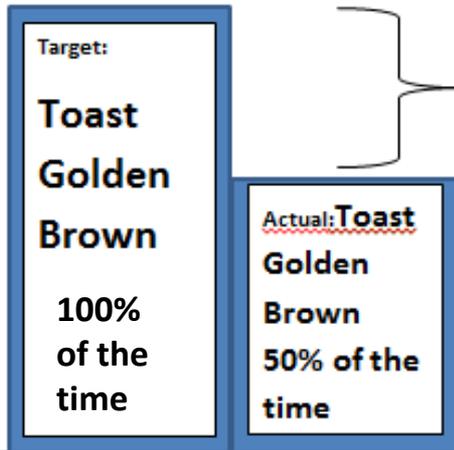
What	Who	When

1. Brainstorm possible countermeasures for each root cause with the team.
2. Choose viable options to implement and test.
3. Identify implementation timelines and responsibilities.
4. MEASURE YOUR SUCCESS! If the problem is not resolved, try other countermeasures or begin the problem solving cycle again.

Example: Four Step Problem Solving

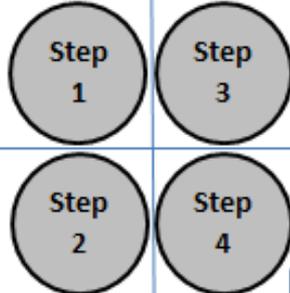
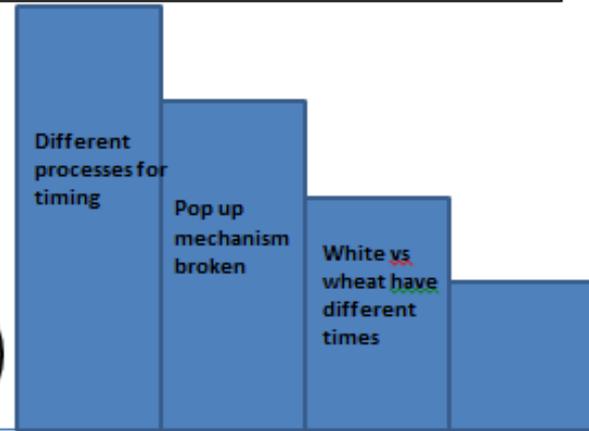
Problem Statement:

During the morning shift at our restaurant, the toast is burnt 50% of the time.

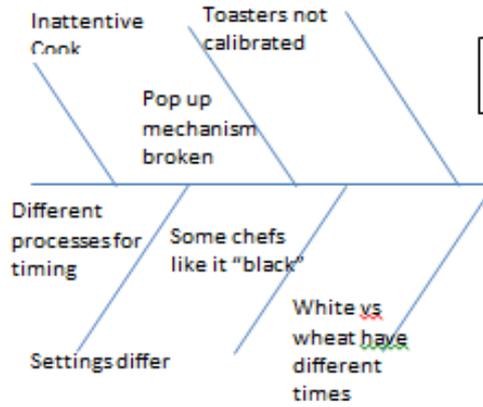


Gap Between Target and Actual:
50% Burnt Toast

Rank Root Causes in Order of Importance



Determine Root Causes Before Moving to Step 3!



Gap Between Target and Actual:
50% Burnt Toast

Action Plan

What	Who	When
Create visual aid for timing	Sue	1/26
Train staff on visual aid	Sue	1/26-1/27
Get toaster fixed	Fred	1/24
Dedicate one toaster for white/one for wheat	Pam	1/25

Example: Four Step Problem Solving

Thank You!

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