Title: What are you talking about?

Define the Problem

What is the root cause?

What can we do?

What will we do first?

Problem

Causes

Countermeasures

Implementation

|  |  |
| --- | --- |
| Date: | Owner: |



**Causes (Analysis)**

What is actually happening?

**Problem Gap:**

What should be happening?

**Define the Problem:**

*Why are we talking about this? What is the business case? Communicate WHY you are addressing the issue.*

**Follow Up:** Is the process improved?

How do you know?

What else can we do?

**Implementation:**

Timeline with who, what, when, where, how

How will you measure?

**Countermeasures:**

### List your proposed specific countermeasures

### Consider impact and urgency

 **Pick one**

Use 5 Whys

Use Fishbone Diagram