

CLARIFY PURPOSE Develop Objectives Classify into MUSTs

STATE and WANTs Weigh the WANTS

What do we need to decide? What are we trying to do?

MAKE DECISION

Make the Rest Ralanced Choice

Consider Causes for IDENTIFY POTENTIAL **PROBLEMS**

State the Action List Potential Problems

PROBLEM

IDENTIFY LIKELY

CAUSES

the Potential

Problems

ACTION Take Action to Address Likely Causes

TAKE

PREVENTIVE

PLAN CONTINGENT ACTION

> Prepare Actions to Reduce Likely Effects

SITUATION

ΔΡΡΡΑΙ**S**ΔΙ **Identify Concerns** Set Priority Plan Next Steps Plan Involvement

PROBLEM ANALYSIS iumping to cause

DESCRIBE

PROBLEM

State the Problem

Specify the Problem

DENTIFY POSSIBLE

CAUSES

Use Knowledge and

Experience, or...

...Distinctions

TRIGGERS Set Triggers for Contingent Actions

SET

Customer Issue Resolution

THINK BEYOND

THE FIX Extend the Cause Extend the Fix

CAUSE

CONFIRM TRUE

Verify Assumptions. Observe, or **EVALUATE** Try a Fix and POSSIBLE Monitor

CAUSES Test Possible Causes Determine Most Probable Cause

and Changes



Customer Issue Resolution



Situation Appraisal

What situations represent threats, opportunities, or areas for improvement?

Which require clarification or separate actions?

What is their relative priority in terms of current impact, future impact and time frame?

For highest priority concerns...

- what process should be used?
- who should be involved for resolution?

Problem Analysis

What should be happening?

What actually is happening?

What is the complete specification of this deviation?

What are its possible causes?

Which possible cause best explains the specification?

How can true cause be confirmed?

Decision Analysis

What is the fundamental purpose of this decision?

Is Problem Analysis also needed?

What objectives should be considered?

Which are MUSTs, which are WANTs?

What alternatives should be considered?

What risks are presented by the best performing alternative(s)?

What is the best balanced choice?

Potential Problem (Opportunity) Analysis





What could go wrong (better than expected) during implementation?

What are the likely causes for the high threat potential problems (most beneficial potential opportunities)?

What actions should be planned to...

- minimize (maximize) probability of occurrence?
- minimize seriousness (maximize benefit) of likely effects?

How will the plan be modified to incorporate actions and triggers?