

Thinking Beyond the Fix

Purpose

To make certain the true cause of the problem is identified, the same problem will not happen again, and all the damage done is corrected.

Introduction

Using Problem Analysis to resolve specific problems is efficient and effective. Before you consider your problem solving completed, however, you need to extend the benefits of your problem solving efforts by thinking beyond the Fix.

Thinking beyond the Fix allows you to think about the cause you have identified in relation to other areas where that cause could also create trouble.

Technique

In Think Beyond the Fix, consider some additional questions that fall into two categories:

- Extend the Cause
- Extend the Fix

By using these techniques and questions, you extend your process effectiveness beyond just the problem at hand.

Instructions

1. Identify a recent problem where you found cause and implemented a Fix.

- a. What was the Problem Statement?

- b. What was the true cause?

- c. What was the Fix?

2. Extend the Cause.

a. What other damage has the cause done here?

b. What else could this cause create trouble?

c. What caused the cause?

d. Are you 100% sure? (If not, start a new Problem Analysis.)

3. Extend the Fix.

a. Are there identical or similar things that need the same Fix?

b. What problems could this Fix cause?
