



Using Problem Analysis to Find Cause for a Deviation with Some Suggested Causes

Purpose

To apply the concepts of Problem Analysis to one of your cause-unknown problems.

Instructions

1. Take one of your priority situations that requires Problem Analysis. Select a problem for which you have some idea of the cause, but can think of several possible causes. Write the concern below.

2. a. Briefly describe what should be happening in this situation.

- b. Briefly describe what actually is happening.

3. Use a Problem Analysis worksheet to develop a Problem Statement and Specification. If working in a group, use a method that keeps the analysis visible to everyone.

4. What are some of the possible causes that have been suggested?

Test your causes against the specification. Take the analysis as far as the information you have will permit. Refer to information and documents you may have available.

5. Plan how you will complete the analysis. If you do not have the information to complete the analysis now, identify what you currently know and what you will need to know to get to cause. What information do you need to know to complete this analysis?

6. Use the phone, fax, E-mail, etc., to gather and confirm additional information. Identify specific questions you will ask.

7. What is your plan for completing this analysis when you return to your job?
