

A LOGICAL METHOD FOR DEALING WITH PROBLEMS

1. Identify the problem.
 - It's essential to know what the problem really is. Too many people skip this essential step and end up not solving the problem, and often causing a bigger problem than originally existed.
2. Ask, why it's problem?
 - Is it a problem because it bothers you or is does it really impact others?
3. What if I don't do anything?
 - Is the problem really worth your effort or will it be unimportant tomorrow? (Remember, this isn't just hoping the problem will go away, but sometimes what seems critical today becomes unimportant tomorrow.)
 - Is someone else working the problem? You don't want to duplicate effort.
4. Who is responsible?
 - Not a headhunting mission.
 - Important to know where responsibilities lie so the right people work the solutions
5. Ask why.
 - From *The Toyota Way* by Jeffery Likert – ask why 5 times
 - This is where you'll drill down to the real root cause and find the real solutions.