

Problem Solving Process

Identify the Problem: What's going on?	
Gather information: What do you know?	
Analyze: What are the root causes?	
Generate Solutions: What could you do?	
Select a Solution: What's the best thing to do?	
Plan: How do we go about the solution?	
Implement & Test: Have we solved the problem?	
Continue to Improve: Can you improve on what has been done?	