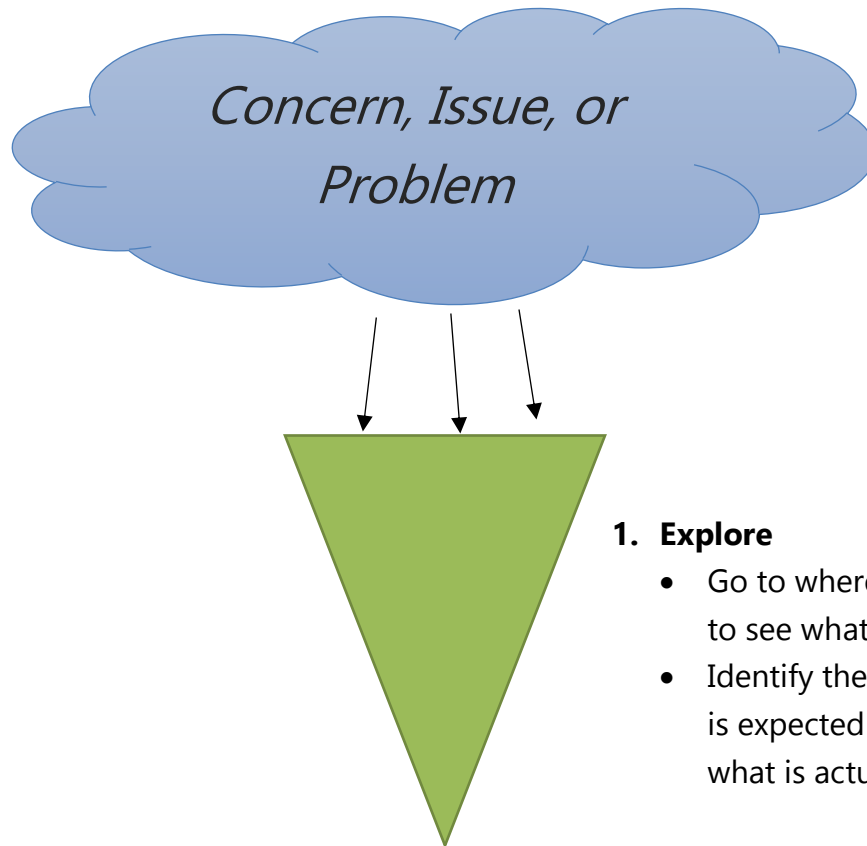


# Problem-Solving Funnel



## 1. Explore

- Go to where the work is done to see what happens
- Identify the gap between what is expected or hoped for and what is actually happening

## 2. Identify causes

### Fishbone Analysis

### 5 Why's Technique

What is the first cause?

Why is that happening?

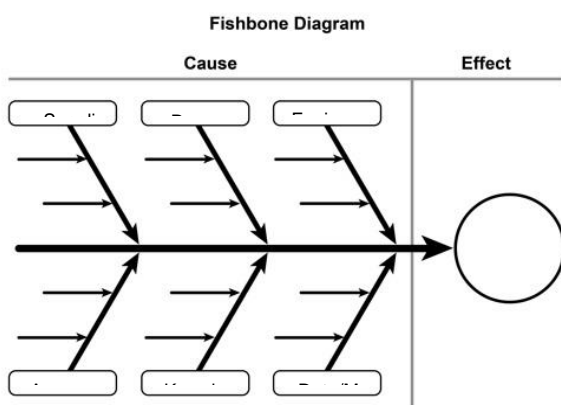
Why is that happening?

Why is that happening?

Why is that happening?

Why is that happening?

What are the root cause or causes?



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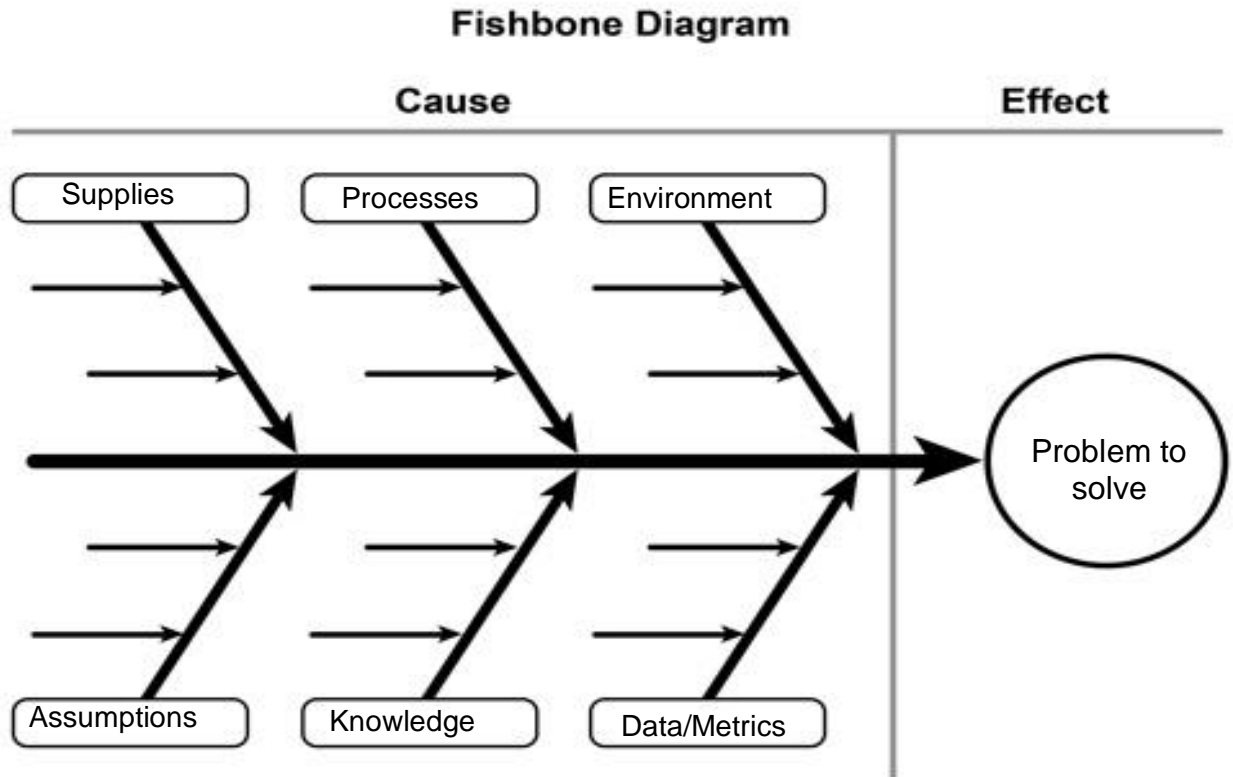
## 3. Identify solutions to try and track success



## Problem Investigation and Planning Sheet

Problem Description:	Goal or outcome desired:	Date and Groups Involved:
Key immediate cause(s) for the problem:		
Key root cause(s) for the problem:		
Solution(s):	Who will lead:	When will it happen:
Follow Up (date):	Who worked on it:	When did it happen:

There are often many different reasons for problems or gaps in outcomes. Use one or more lines under each category (or make new categories) to identify a cause for the problem under investigation.



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When an important immediate cause is identified, explore that cause further to identify the root cause driving the issue. Asking the question "Why?" again and again can be helpful.

### Root Cause Analysis

