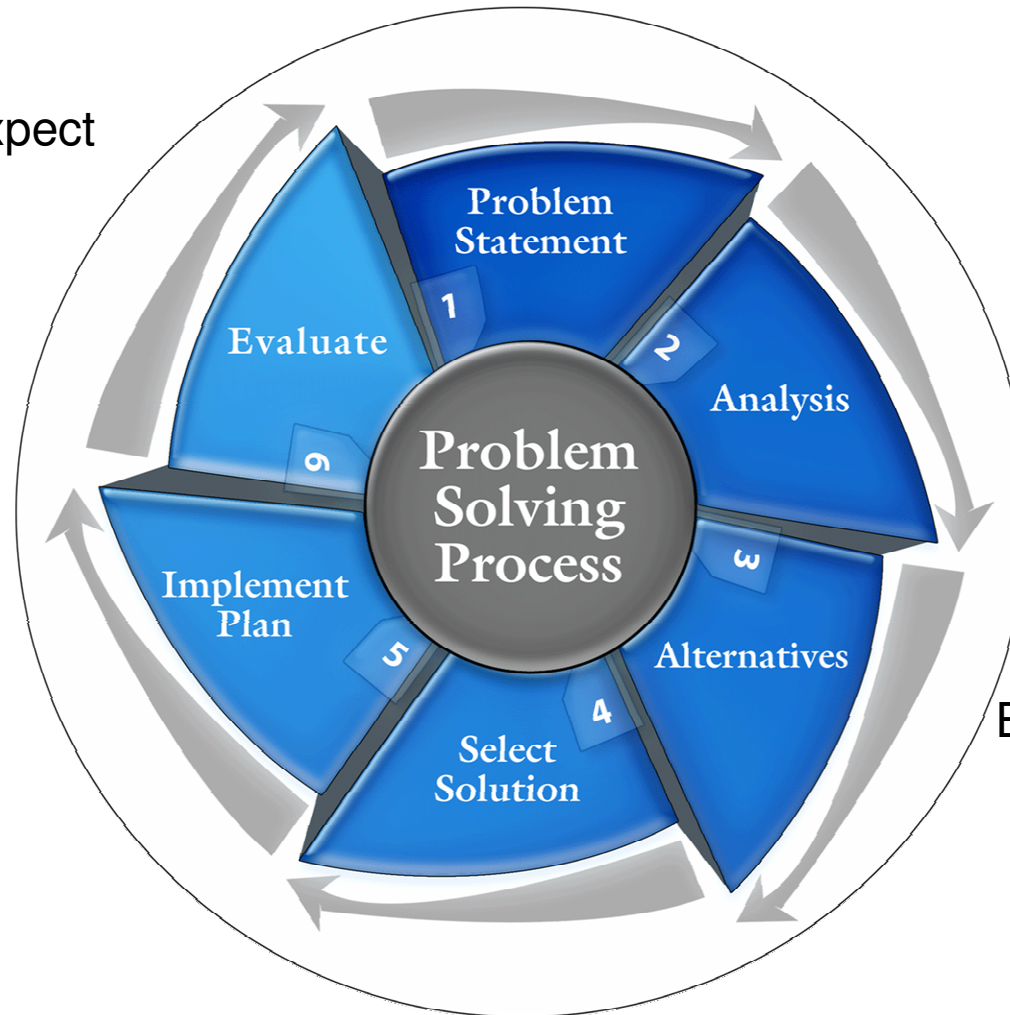


# PROBLEM SOLVING PROCESS

Current Situation  
Desired Situation

Did What We Expect  
Happen?  
Why? Why Not?

Determine the Gap  
Ask Why 5 Times  
Find Root Cause



Brainstorm Possible  
Solutions

Steps To Take To  
Make It Happen  
Use Gantt Chart

Use Criteria for Solution Selection  
Determine Best Solution