Problem Solving

Define
- What is it?
  - Be objective
  - From different perspectives
- Whose is it?
  - Yours
  - Others

5 WHY?
- Need to question like a 4- year-old child
- The first couple of whys only give us a superficial reason.
- Looking for the real root cause of a problem
- Example: I got a speeding ticket
  - Why? Late for work
  - Why? Oversleep
  - Why? Alarm is broken
  - Why? Battery out of power
  - Why?
  - Root cause: I don't not replace the new one

Imagine solutions
- Solution 1
  - The pros
  - The cons
- Solution 2
  - The pros
  - The cons
- Solution 3
  - The pros
  - The cons
- Solution 4
  - The pros
  - The cons

Label

Select solutions to implement
- Weight the pros and cons
- Money
- Time
- People
- Resources

Label

Carry out
- By who
- Time limitation
- Check each step
- The step is correct?
- prove that it is correct?

Look back
- Check the result
- Have different solutions?
- Can you reuse
  - The result
  - The solution
- Suit to other problems?