

ProblemSOLVING



Pain Point: Describe the issue or situation



Start with the End in Mind: What does success look like?



Root Cause(s): What is the source of the issue? (USE FISHBONE DIAGRAM)



Solution Ideas: list all the ideas, not just one



Proposed Solution Choice



Why was this selected?

Measure Success:

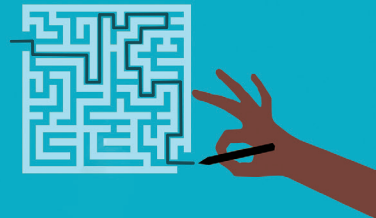
What KPI's are needed to track post implementation?

How often will they be measured?

If you don't readily have the data you need today, how will you get it?

Who will measure the KPI's?

What does success look like for each KPI (aka S.M.A.R.T. goals)?



Solution Assessment Criteria Analysis



Possible Solutions	Fixes the Root Cause	Creates New Problems	Management Receptivity	Risk & Feasibility	Cost	Time to Implement	Total Score
	0-Doesn't 1-Limited 5-Fully	0-Significant 1-Many 5-None	0-None 1-Low 5-high	0-Not Feasible 1-High Risk 5-Low Risk	0-Expensive 1-High Cost 5-Low Cost	0-More than year 1-Long 5-Short	

RASCI Model

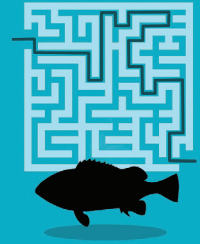


The RASCI Model is a responsibility assignment matrix used in project management to help clearly define and assign roles for project deliverables among team members. It ensures that all necessary parties are involved, and promotes effective communication and collaboration among team members. It is particularly useful for complex projects with multiple stakeholders and interdependencies. RASCI is an acronym that stands for:

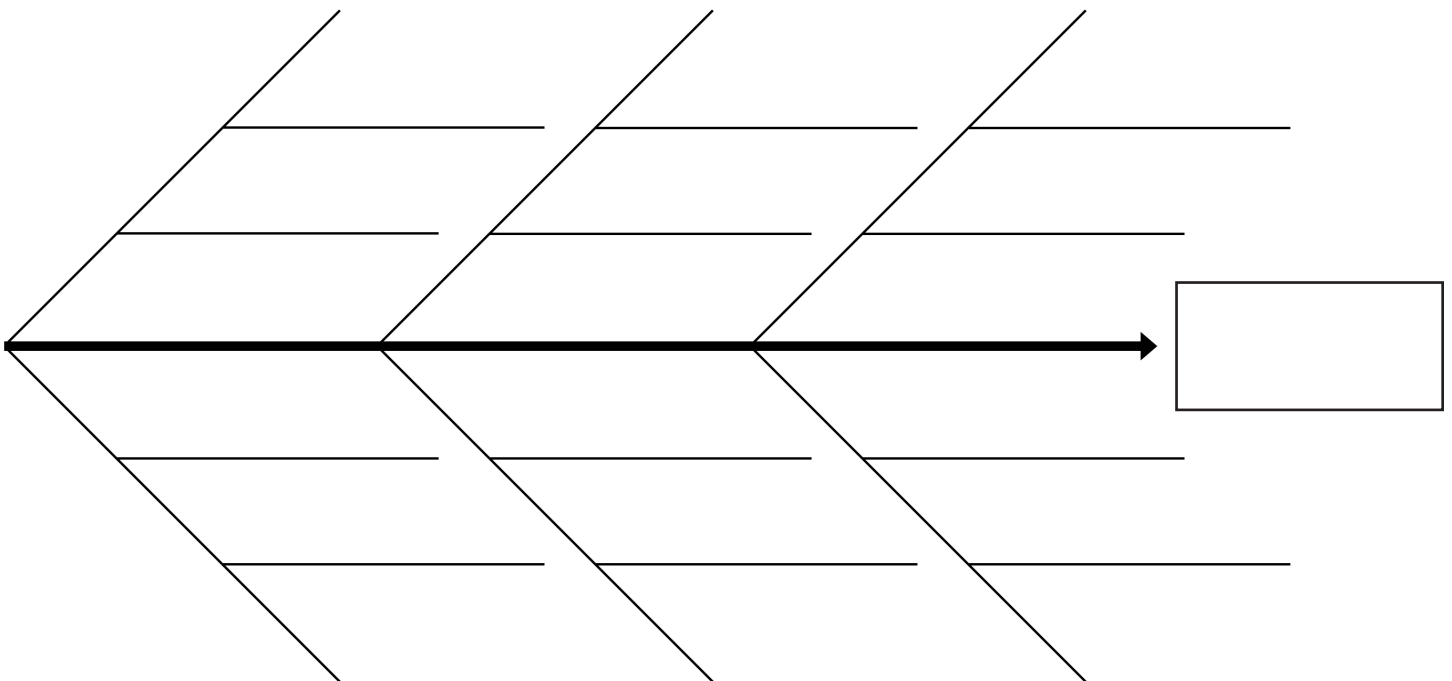
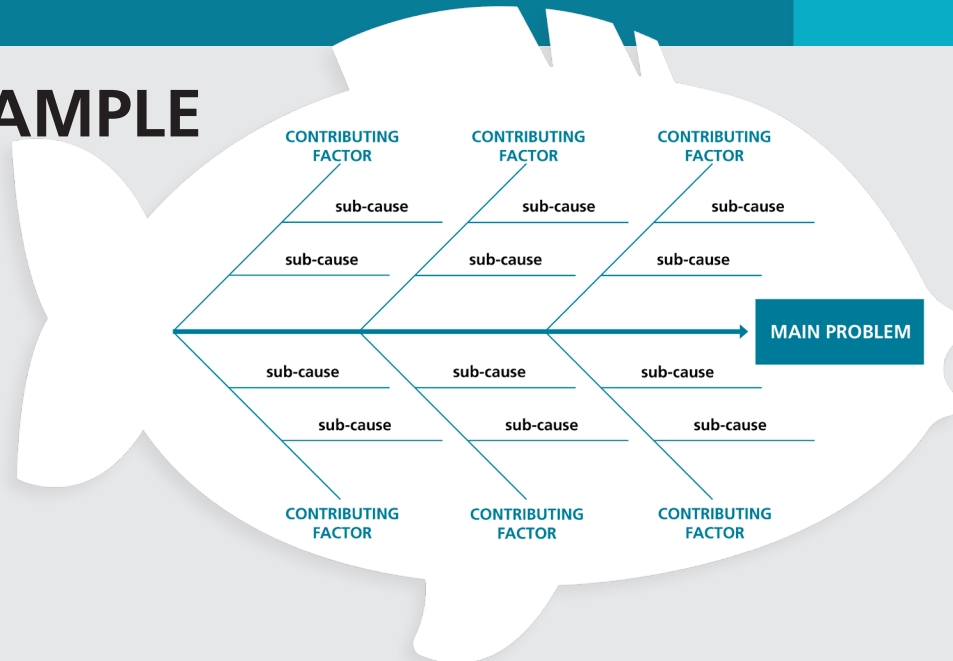
1. **Responsible (R):** The team member who is responsible for executing the task and ensuring its completion.
2. **Accountable (A):** The team member who is ultimately accountable for the task's outcome and has the authority to approve or reject the work.
3. **Support (S):** The team members who provide support or resources to help complete the task.
4. **Consulted (C):** The members or stakeholders who need to be consulted for their input, feedback, or expertise before or during the task's execution.
5. **Informed (I):** The team members or stakeholders who need to be kept informed about the task's progress, decisions, or outcomes, but do not need to be directly involved.

Project Activity / Deliverable							

FISHBONE METHOD



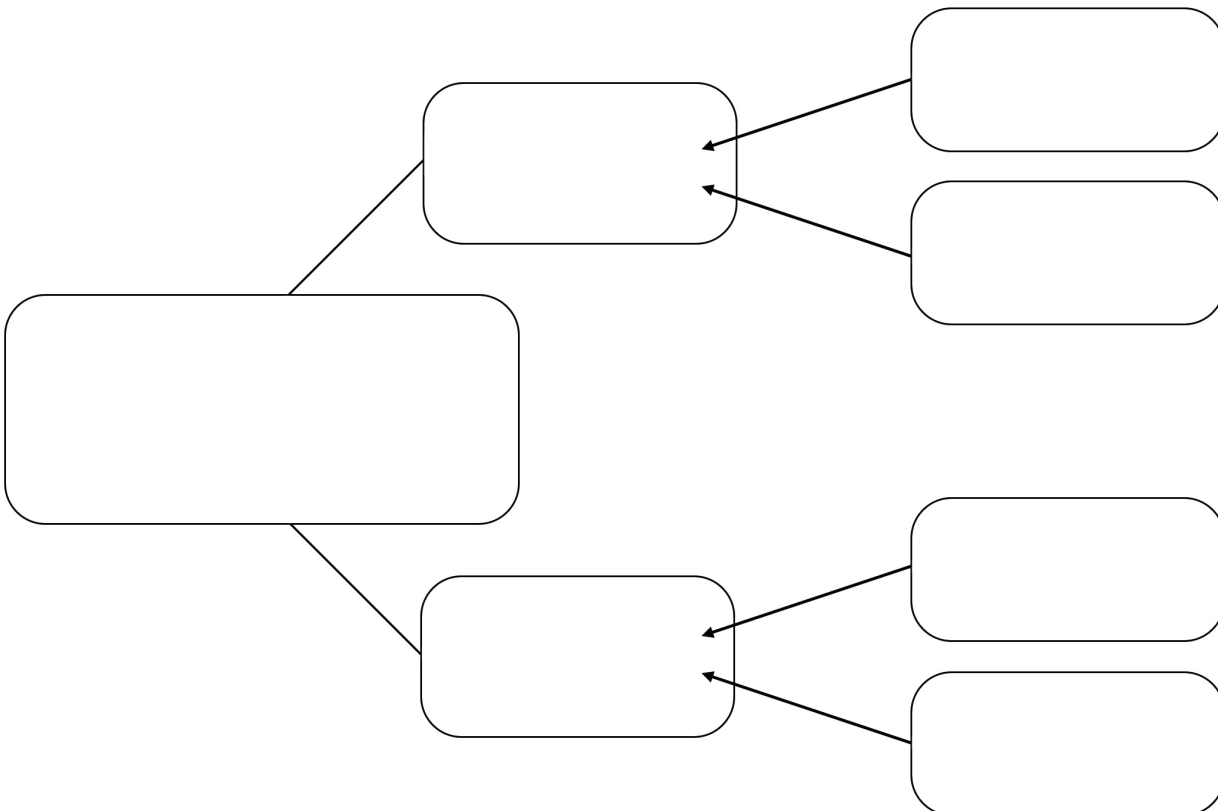
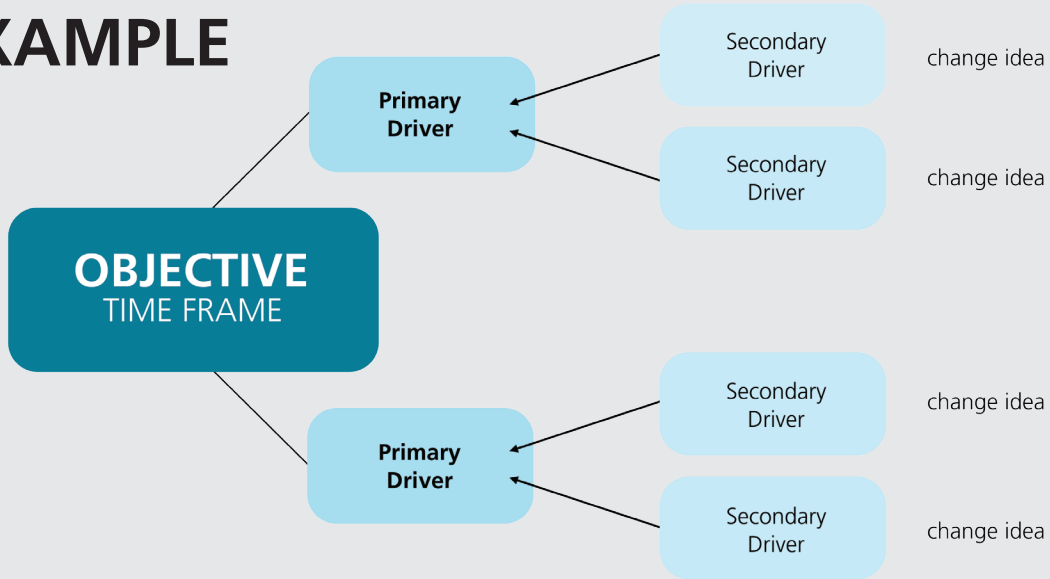
EXAMPLE



DRIVERDIAGRAM



EXAMPLE



WORKPLACE PROBLEM



WHY? _____

WHY? _____

WHY? _____

WHY? _____

WHY? _____