

# Rapid Cycle Problem Solving



**Title:**

**Lead:**

**Date:**

**What is the Problem?**

**How are we going to fix the problem?**

**What is causing the problem?**

**How are we going to implement and sustain the improvement?**

What is the focus? - Do not create any bias in the title by using action

**Title:** words.

Who is leading the problem solving

**Lead:** team?

### What is the problem?

**What is the problem we need to solve?**

- What should be happening - Desired State (DS)?
- What is actually happening - Current State (CS)?
- What is the gap in performance (**DS - CS = GAP**)
- What is the impact of the problem on our customers (Now, Perfect, Free, Safe)? Who are the customers that are being impacted?
- Do we actually have a problem?
- Remember that we need to have data to understand how bad the problem is. We want to move from "I think or feel" to "I KNOW"

### How are we going to fix the problem?

**Start with ideation and design an experiment to confirm we can solve the problem.**

Based on a cause, develop ideas on how to solve the problem. Design an experiment through hypothesis - if we do this, then this will happen. BE SPECIFIC ON WHAT YOU HOPE WILL HAPPEN AND DO NO JUMP DIRECTLY TO THE GAP

- Run the experiment and test the hypothesis - Did it close the gap? By how much? What impact is it having on our full system? What impact is it having on our humans?
- Continue to develop and run experiments until to you solve the problem.
- Remember - experiments and pilots help reduce status quo bias in our humans.

### What is causing the problem?

**Why do we have the problem? - Determine the root cause.**

- Start with empathy - Go, See, Engage to understand. -Do
- we need additional data (create a pareto diagram based on what we think is happening)?
- Develop an understanding between the effect (gap) and probable causes.
- Where possible, drill down on the cause by asking Why. BE SPECIFIC ON WHAT IS HAPPENING.

### How are we going to implement and sustain the improvement?

**Plan, Do, Check, Adjust - Develop a plan to implement what we have learned, improve and sustain.**

- Develop standards and standardized work for the new way to work
- communicate, train and audit to help our humans develop new behaviours and habits.
- Confirm the measures required to determine success.
- Use your management system to execute the plan and to determine the results of the implementation then check and adjust.
- REMEMBER TO CHECK, ADJUST (CONTAIN, PROBLEM SOLVE, IMPLEMENT), CHECK, ADJUST (CONTAIN, PROBLEM SOLVE, IMPLEMENT), CHECK, ADJUST (CONTAIN, PROBLEM SOLVE, IMPLEMENT) .....