

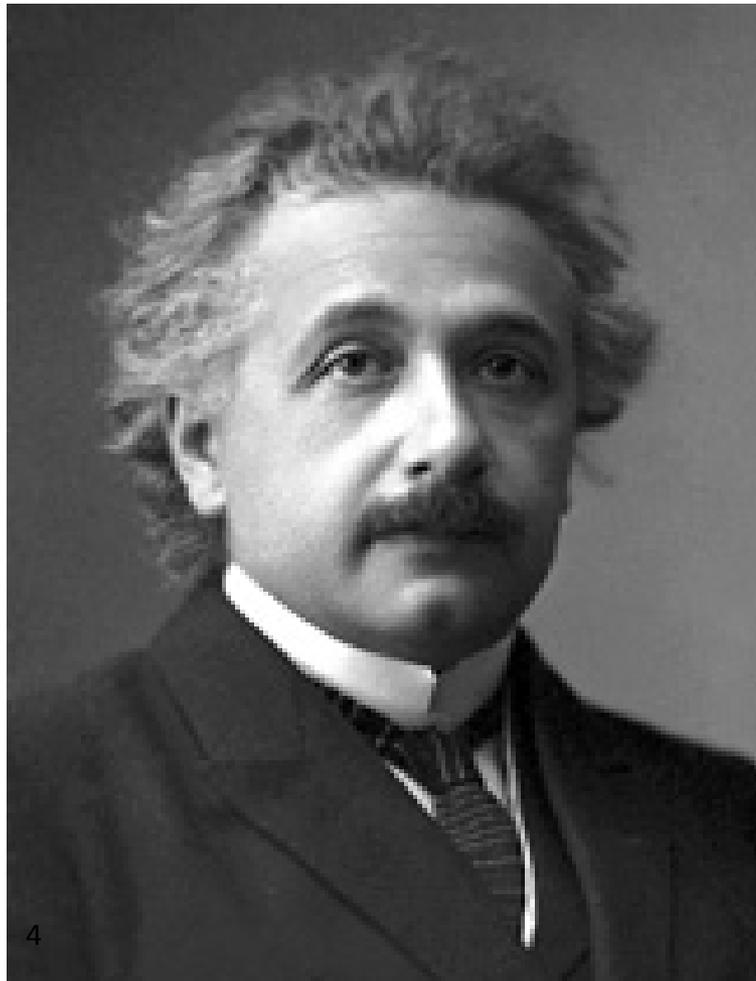
# Problem definition

- Problems must be documented and specific to the state of Missouri
- If there are multiple examples of the same problem, describe one and indicate how prevalent it is (e.g. how many other examples have been documented)
- Submit your detailed issue description to us in writing

- Facilitator will call on one person at time to describe a problem
- Following each description there will be brief opportunity to ask clarifying questions
- One conversation at a time; avoid talking over each other and side conversations
- Focus on describing problems, not solutions
- Facilitators will stop discussions that are off topic or about solutions



# Problem ~~Solving~~ Defining



“If I were given one hour to save the world, I would spend 59 minutes defining the problem and one minute solving it.”

- Albert Einstein



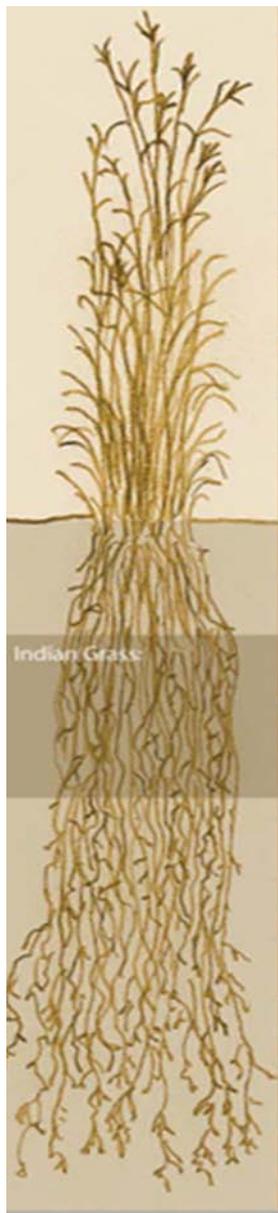
# Problem defining



E3: Enhancing Effectiveness & Efficiency



**Symptoms:** We see it, people talk about it; it is visible!



Defining the “wrong” problem wastes considerable time looking in the wrong direction for solution.



**Root Cause:** The one to address. It is often hidden. We need to find it!



Problem statement – a short description of the problem or issue to be addressed.

- What does the problem/issue look like?
- What are the observable impacts?
  - ...on customers
  - ...on staff
  - ...on the environment
- What are the consequences of not addressing the problem?

Does **NOT** include:

- A solution
- A root cause
- Blame towards any individual, agency, or entity

1. Describe what you observe:
2. Describe impact(s):
3. Describe the consequence(s):

# Root cause analysis

- Next stage in the problem solving process – after today
- To ensure solutions address the underlying problems, not just the symptoms
- Leads to more permanent solutions

