SET THE SCOPE
Identify the situation or case for discussion and determine what is intended to be achieved. Address the key questions for peer discussion.

INTRODUCTION
Present the specific issues of the summarized situation / or case.

- Define the Problem (example: what do you see happening?)
- What are the specific symptoms?
- What is the evidence?
- How long has the problem existed?
- What is the impact of the problem?
DRILL DOWN

Example:

- Background
- Issues, risks, or challenges
- Management
- Outcome

IDENTIFY

All possible causal factors by narrowing down by asking “Why?” five times.

CHOOSE AND VERIFY CORRECTIONS

Select solutions that address the root cause.
IDENTIFY STEPS TO IMPLEMENT
Analyse your cause and effect process, and identify the changes needed. It is also important that you plan in order to predict the effects of your solution.

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