

### **CLEAR PROBLEM SOLVING**

#### **C** Clarify

- What's the problem?
- How do you know?
- For whom is it a problem?
- How significant is it?
- What are the problem components?
- Which part(s) will you focus on?

#### L Learn

- What's the reality of the current state?
- What patterns and trends are there?
- What is/are the most significant root cause(s)?

## **E**xperiment

- Which countermeasures may eliminate the root cause(s)?
- Which will you try first?
- How will you run the experiment?
- What do you think will happen?

## Assess

- What happened?
- Will you adopt, adapt, or abandon the countermeasure?

# Roll Out

- What's the best way for rolling out the new way of operating?
- Who will monitor performance?
- Has the new way solved the problem?
- What did you learn?

P

D

Α

S

© 2020 Karen Martin

Clarity First, pp 168-209

www.clarityfirstbook.com