

# The 5 Step Problem Solving Process for Beginners

- ▶ **Step 1: Define & Drill**
- ▶ **Step 2: Develop**
- ▶ **Step 3: Select**
- ▶ **Step 4: Implement**
- ▶ **Step 5: Evaluate**

# Define & Drill

## ▶ Ask the 5 “W’s”

- ▶ What is the problem?
- ▶ Where did the problem come from?
- ▶ When did the problem start?
- ▶ Who is the affected by this problem?
- ▶ Why is the problem occurring?

# Develop

- ▶ **Alternative solutions**

- ▶ Minimum of three
- ▶ There is no maximum limit

# Select

- ▶ **Best alternative solution**

- ▶ May not be to best choice in the long run

- ▶ Constraints might affect selection

- ▶ Personal

- ▶ Time, money, family, resources

- ▶ Business

- ▶ Work environment, policies, customers, shareholders, budget

# Implement

- ▶ **Implement alternative solutions**

- ▶ Looking for best resolution
- ▶ Try all alternative solutions if necessary
- ▶ No new problems will arise

# Evaluate

- ▶ **Goal is to resolve long term**
  - ▶ Best result = most effective & efficient solution
- ▶ **Partial resolution**
  - ▶ Repeat step 3 until problem is fully resolved
- ▶ **No resolution**
  - ▶ Repeat step 1 to ensure the problem was defined

# Summary

- ▶ Find out the source of the problem
- ▶ Develop alternative solutions
- ▶ Select best solution
- ▶ Implement solution
- ▶ Evaluate
  - ▶ Revise if necessary
- ▶ Goal is long term resolution