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Problem Solving & Decision-Making Techniques

In this document you will find four problem solving processes and a decision-making process as follows:

- Problem Analysis.
- Innovative Problem Solving.
- “STRIDE” problem solving process.
- Solving customer problems.
- Decision Analysis and Decision Making Process.

Use these techniques to solve problems and make decisions for the customer’s and your own organisation’s benefit.



Problem Analysis

Problem Analysis Definition

A Systematic Process for Finding the Cause of a Problem

Describe Problem

Specify Problem

What is the evidence of the problem?

State Outcomes

What are the consequences of the problem?

IS

IS NOT

WHAT

What specific object(s) evidence the problem?

What similar object(s) might also evidence the problem but do not?

WHERE

Where is the problem observed (geographically)?
Where is the problem evidenced on the object?

Where else could the problem be observed, but is not?
Where else could the problem be evidenced on the object, but is not?

WHEN

When was the problem first observed (in clock/calendar time)?
How many times has the problem been observed?
Any pattern?
How long has it existed?

When else could the problem have been first observed, but was not?
How often could the problem have been observed, but was not?
Any pattern?
How long could it have existed but it has not?

EXTENT

How many objects have the problem?
What is the size and nature of a single defect?
How many defects are on each object?
What has been the trend?

How many objects could have the problem, but do not?
What other size and nature could the defect be, but is not?
How many defects could there be on each object, but are not?
What other trends could have been expected but were not observed?