

Problem* Definition Worksheet

*The words “need” or “opportunity” can be substituted for the word “problem.”

Worksheet Purpose: The purpose is to gather information to understand the nature, and impact of a human performance problem.

Intended Outcome: The product of the information gathering is a summary statement of the problem(s), a value judgment and decision to either address or not address the performance problem(s) and identify possible solutions.

Client identifying the problem: _____ Phone: _____

1. What is happening?

Describe what, who, when, and where it is that is causing enough dissatisfaction to justify doing something to reduce/eliminate it.
(*Caution: Be sure to describe the cause(s) of the problem and not just the symptom(s) of the problem.*)

Problem/ Need/ Opportunity

Symptoms

2. What should be happening?

Describe what should be happening (and with who, when, and where) in precise and measurable terms that would reduce/eliminate your dissatisfaction. (*Caution: Do not attempt to prescribe a solution, but do describe all things that a solution should accomplish.*)

3. Whose performance is affected, or who is affecting desired accomplishments?

- Who is/ are affected by the problem described?

List the individual(s) or group(s) who is/are affected	How many are affected?

4. What is affected by the problem as defined?

- Identify the factors that are affected:

- Amount of work completed? Yes No
- Accuracy of work completed? Yes No
- Opportunity loss? Yes No
- Customer confidence loss? Yes No
- Employee confidence loss? Yes No
- Time loss? Yes No
- Equipment use loss? Yes No
- Duplicated efforts? Yes No
- Other? _____

- Is there an estimated monetary cost that you can attach to the factors that are affected? No Yes \$ _____

- Would ignoring the problem affect the Purchasing and Travel Division’s Strategic Strategies? Yes No

- Complete this sentence:

If the problem, need, or opportunity were ignored (allowed to continue) the serious results would be that: _____

5. What is your priority?

- What priority do you place on eliminating your dissatisfaction with this problem, versus some other problem(s)?

_____ Highest priority (top 3) _____ High priority _____ Average priority _____ Low priority

- When is a solution needed? Approximate Date: _____

6. What is it worth?

- If the cost of an appropriate solution is more than the cost of living with the problem as defined, do you still want to identify and produce an appropriate solution? ___ Yes ___ No

- What human resources are you willing to assign to work on this problem?

Role	Name	Phone	Hrs./week to devote to project
Client Team Project Manager			
Client Team <i>"Problem & Solution Analyst"</i>			
Client Team <i>"Problem & Solution Analyst"</i>			
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Summary Statement of need, opportunity, or problem. (include a distillation of the answers to each of the six questions above.)