

# A GUIDE TO PROBLEM SOLVING

1

## Define the problem.

What makes you think there is a problem? What is happening? When, where and how is it happening? Why is it happening? Is there a pattern?

For multiple problems, break them all down as above and prioritise which needs to be dealt with first.

2

## Look for potential causes.

Critically analyse the situation. Get input from people affected by the problem.

Describe how the cause is creating the problem.

3

## Brainstorm potential solutions.

With the help of all involved, come up with potential solutions to resolve the problem. Collect as many as possible and screen for the best idea.

Consider implications such as length of solution, cost, ease, resources and availability.

4

## Create an action plan.

What resources will be needed? How long will it take to resolve? Who will be responsible for implementing the plan? Make sure everyone is aware of expectations.

Can changes be made to avoid recurrence of the problem?

5

## Monitor the action plan.

Is the plan running on time? Are the expectations of the plan being met?

If not, what problems occurred? Which factors in the action plan were not realistic?

6

## Check if the problem has been solved.

Restart normal processes. Can a problem now be defined, or is normal service resumed?

Can further problems be avoided in the future? What has been learnt from this situation? Share the results with others involved in the process.



**STRATA**

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Work Comfortably

