



Problem Statement Worksheet

A problem statement should objectively detail: the issue you're trying to solve, why change is necessary and urgent, complaints we hear from those involved, where the process starts and finishes.

Example

Problem Statement

The City's current hiring process takes **60 days** from **application received to interview scheduled**. This lengthy process could result in Fort Collins **losing the best candidates** and not providing a world class experience for new hires. Our goal is to complete the process within **21 days**.

What "crazymakers" do you have?

This is an area intended for you to brain dump opportunities for improvement. Once completed, select ONE opportunity to continue the rest of this worksheet

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Who's the Customer?

Identify the main person you do the process for, and any other groups impacted by the process.

Primary:		Others:	
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1. What is the Scope?

Limit the problem-solving exercise to a specific process, with a clear beginning and end.

Process Start:		Process Stop:	
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2. Measure the Problem?

Use the TEAM mnemonic to brainstorm potential metrics. Once completed, decide on the ONE metric that will drive your improvement efforts.

<input type="checkbox"/>	T ime: how long it takes to do the process.	
<input type="checkbox"/>	E rrors: the frequency of errors in the process.	
<input type="checkbox"/>	A mount: how many times you do the process.	
<input type="checkbox"/>	M oney: how much it costs in time/materials.	
<input type="checkbox"/>	S ustainability: does the process impact the TBL (social & environ.)	

3. Why is it important to solve the problem?

Share why addressing this problem is urgent or necessary. Think about the potential impact of making the process better.

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4. What is your Goal?

Based on the type metric you identified and the Customer's expectation, share your goal for this process improvement.

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Craft your Problem Statement

What is the Problem?

Combine the orange boxes or boxes 1-4 to create a problem statement of why the problem needs to be solved.

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