

## CONCERN

HOW DOES THE PROBLEM PRESENT ITSELF?  
BE AS SPECIFIC AS POSSIBLE: WHAT? WHEN? WHERE? WHO? HOW?  
WHAT IS THE IMPACT OF THE PROBLEM?  
WHO ELSE MIGHT BE AFFECTED BY THIS?  
CAN YOU ATTACH A VALUE TO THIS IMPACT (HOURS OR COST)?  
BEWARE OF 'BECAUSE' OR 'DUE TO' - YOU'RE NO LONGER TALKING ABOUT THE PROBLEM

NOW FILL IN 'CLOSED WHEN'...

## CONTAINMENT

WHAT ARE YOU CURRENTLY DOING TO WORK AROUND THE PROBLEM?  
WHAT IS THE IMPACT OF THIS ACTIVITY?  
ARE THERE ANY RISKS?  
CAN YOU ATTACH A VALUE TO THIS IMPACT (HOURS OR COST)?

## CAUSE

THERE MIGHT BE MORE THAN ONE CAUSE- USE BRAINSTORMING OR A FISHBONE  
INVOLVE OTHERS IN YOUR BRAINSTORMING TO GET A RANGE OF VIEWPOINTS

WHY IS THIS HAPPENING?  
WHY IS THAT HAPPENING?  
AND WHY IS THAT HAPPENING?  
KEEP ASKING WHY UNTIL YOU GET TO THE ROOT CAUSE OF THE PROBLEM

## COUNTERMEASURE

WHAT NEEDS TO HAPPEN TO ADDRESS THE CAUSE?  
THINK ABOUT EASE VS BENEFIT TO PRIORITISE  
WHAT ELSE MIGHT BE AFFECTED BY THIS?  
SHOULD THIS SOLUTION BE COMMUNICATED MORE WIDELY?

## CLOSED WHEN...

HOW WILL YOU KNOW THE SOLUTION HAS FIXED THE ORIGINAL PROBLEM?  
SET A SUCCESS CRITERIA, AND A DATE WHEN YOU WANT TO REVIEW IT.  
HOW HAS THE PROBLEM IMPACT BEEN AFFECTED?

# NEXT ACTIONS

WHAT NEEDS TO HAPPEN NEXT?

WHO'S  
DOING IT?

BY WHEN?

