



Problem Analysis

Describe Problem

State the problem
Specify the problem

Identify Possible Causes

Use knowledge and experience, or...
...use distinctions and changes to
develop possible cause statements

Evaluate Possible Causes

Test possible causes against the
IS and IS NOT specification
Determine the most probable cause

Confirm True Cause

Verify assumptions, observe, experiment,
or try a fix and monitor



Situation Appraisal

Identify Concerns

List threats and opportunities
Separate and clarify concerns

Set Priority

Consider current impact,
future impact and time frame

Plan Next Steps

Determine analysis needed

Plan Involvement

Determine help needed



Decision Analysis

Clarify Purpose

State the decision
Develop objectives
Classify objectives into MUSTs and WANTS
Weigh the WANTS

Assess Risks

Identify adverse consequences

Evaluate Alternatives

Generate alternatives
Screen alternatives through the MUSTs
Compare alternatives against the WANTS

Make Decision

Make the best balanced choice



Potential Problem (Opportunity) Analysis

Identify Potential Problems (Opportunities)

State the action
List potential problems (opportunities)

Take Preventive (Promoting) Action

Take actions to address likely causes

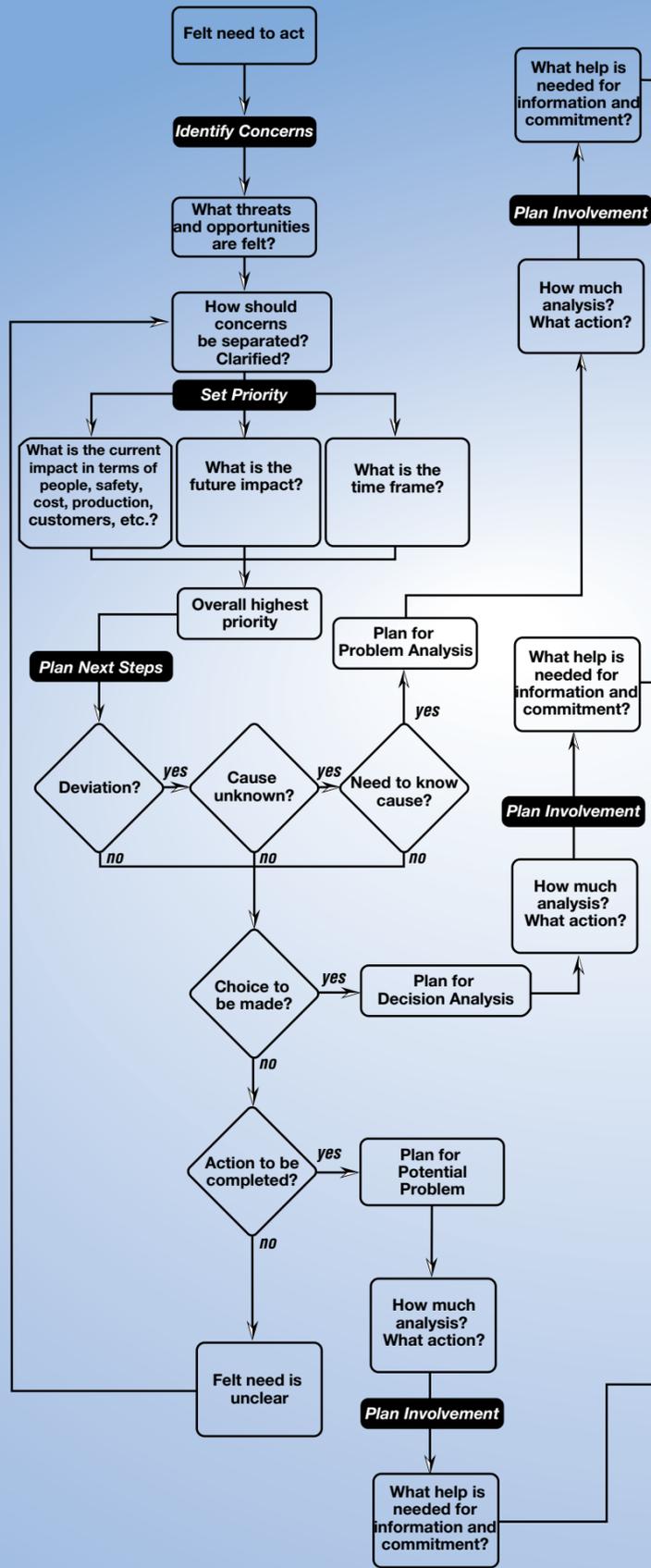
Identify Likely Causes

Consider causes for the potential
problem (opportunity)

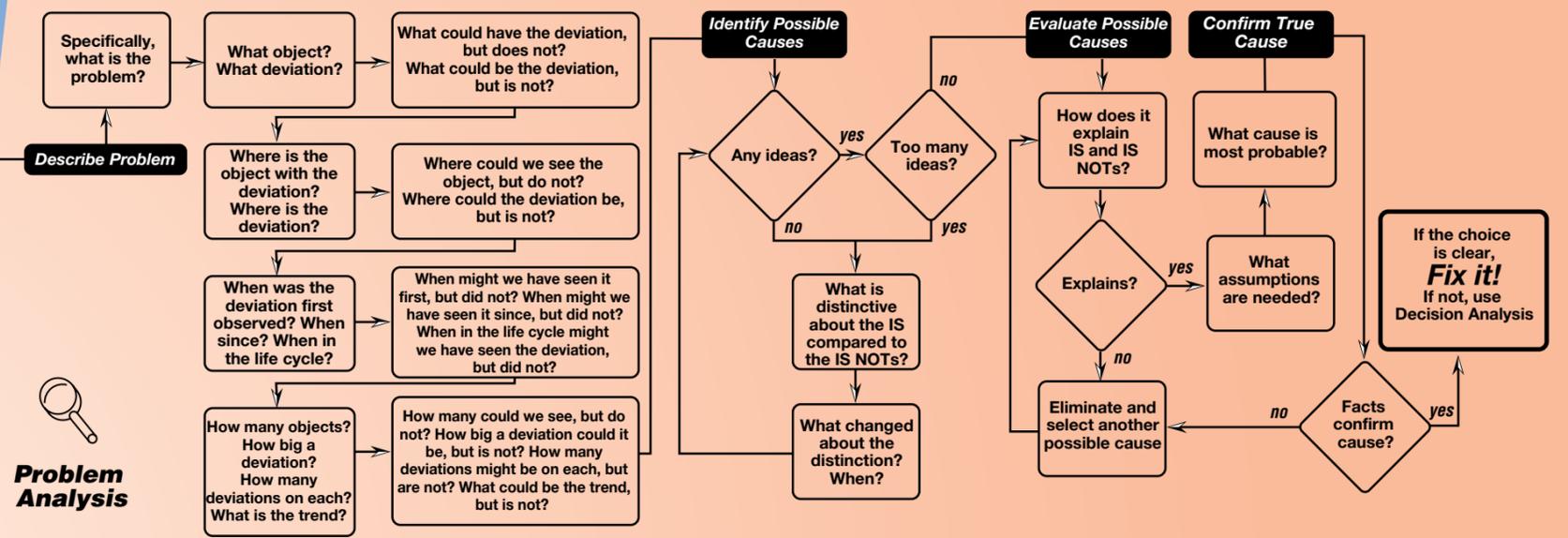
Plan Contingent (Capitalizing) Action and Set Triggers

Prepare actions to reduce (enhance) likely effects
Set triggers for contingent (capitalizing) actions

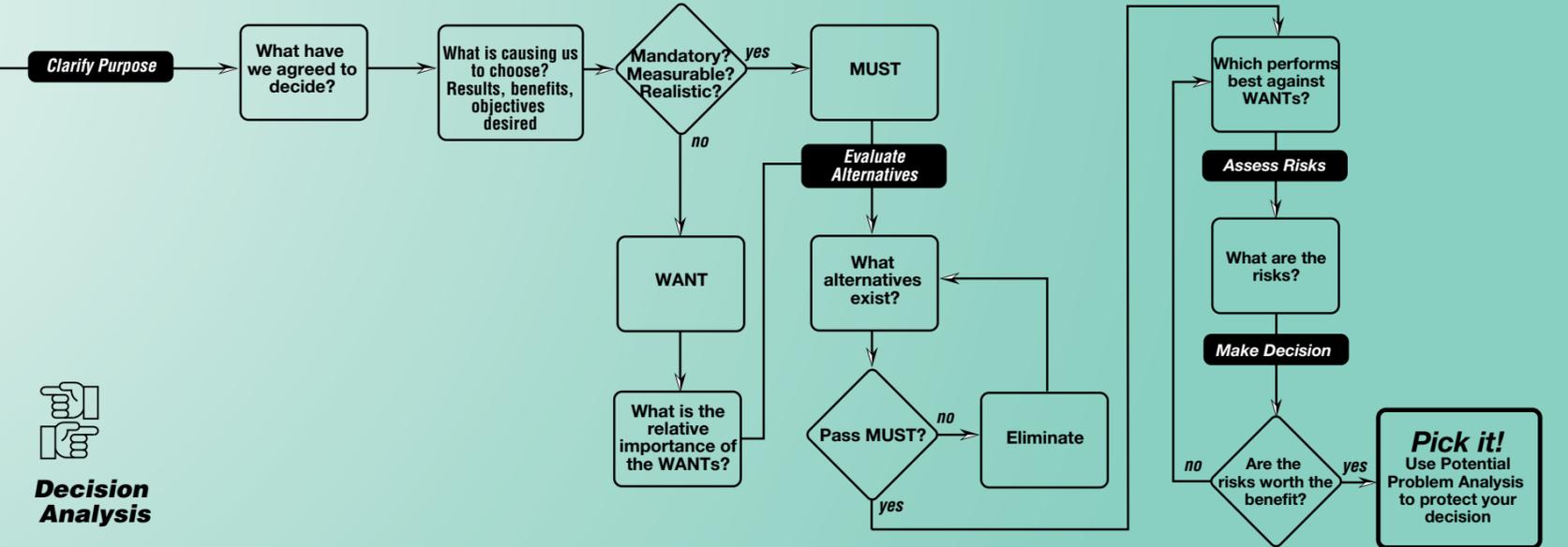
Situation Appraisal



Problem Analysis



Decision Analysis



Potential Problem (Opportunity) Analysis

