

Solving Problems®

Applying Process Improvement Tools

Purpose “Solving Problems®” provides organizations with a common language, tool set, and consistent process with which to solve problems, analyze opportunities, and make process improvements. At each step, Process Improvement Tools are used to expand and contract ideas — to generate ideas by exploring creative possibilities, and to sort, evaluate and select ideas.

Solving Problems	Process Improvement Tools									
	Delphi	Multi-Voting	Causal Loop (Systems Thinking)	Check Sheet & Pareto Chart	Affinity	Cause & Effect	Brainstorming	Keep/Start/Stop	Criteria Rating & Ranking	Action Plan
1. Define The Issue a. Define current and desired states b. Select a focus	✓	✓	✓	✓	✓		✓	✓		
2. Diagnose The Issue a. Gather, analyze, synthesize information b. Confirm understanding	✓	✓	✓	✓	✓	✓	✓			
3. Identify Possible Actions a. Generate possible actions b. Define and apply Filters for a short list	✓	✓	✓	✓	✓	✓	✓	✓		
4. Select The Best Action(s) a. Define and apply Criteria b. Choose the best action(s)	✓	✓	✓	✓					✓	
5. Develop An Action Plan a. Agree on action items b. Identify measurement systems	✓				✓		✓	✓		✓
6. Implement Solution(s) a. Implement and manage changes b. Update and standardize processes										✓
7. Evaluate Progress a. Collect and report results b. Initiate new solutions; celebrate success	✓		✓	✓			✓	✓		



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lasting competitive advantages
through improved
team performance*