

Forward

Take a Step.

Forward.

My Learning Workbook Your

Name:

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Problem Solving

Case Assignment Worksheets

Use the **next 3 worksheets** to **practice completing the Hustleton Traffic Problem assignment** which you will find in your digital platform under the ‘**Case Assignment: Solve a traffic problem**’.

When you are done practicing using the work sheets, **submit your answers on the digital platform under the ‘Case Assignment: Solve a traffic problem’**.

To keep a copy of your answers, **make sure to write them in your McKinsey.org Forward Learning Workbook**.



1. Problem Definition Worksheet

How to use this worksheet

Use this worksheet to practice completing the **first step of your assignment**: defining the problem clearly for all stakeholders involved. Using the information provided in the email from the Mayor, concisely define what must be resolved.

What is the Key Problem Statement?

(Write it down, starting with 'How can the city of Hustleton...')

How can the city of Hustleton cut average rush-hour commute times from 60 to 30 minutes within next 5 years by addressing key traffic issues to support resident well-being and city growth?

Before you continue, put your statement to the test. Is it SMART?



Specific

Is it sufficiently narrow, not too broad and general?



Measurable

Can you quantify and measure it using some metric?



Action-oriented

Is it clear what needs to be taken action on?



Relevant

Is your problem statement relevant to the problem at hand and for the stakeholders involved?



Time-bound

Is there a time horizon that indicates when the problem needs to be solved?



2. Issue Tree Worksheet

How to use this worksheet

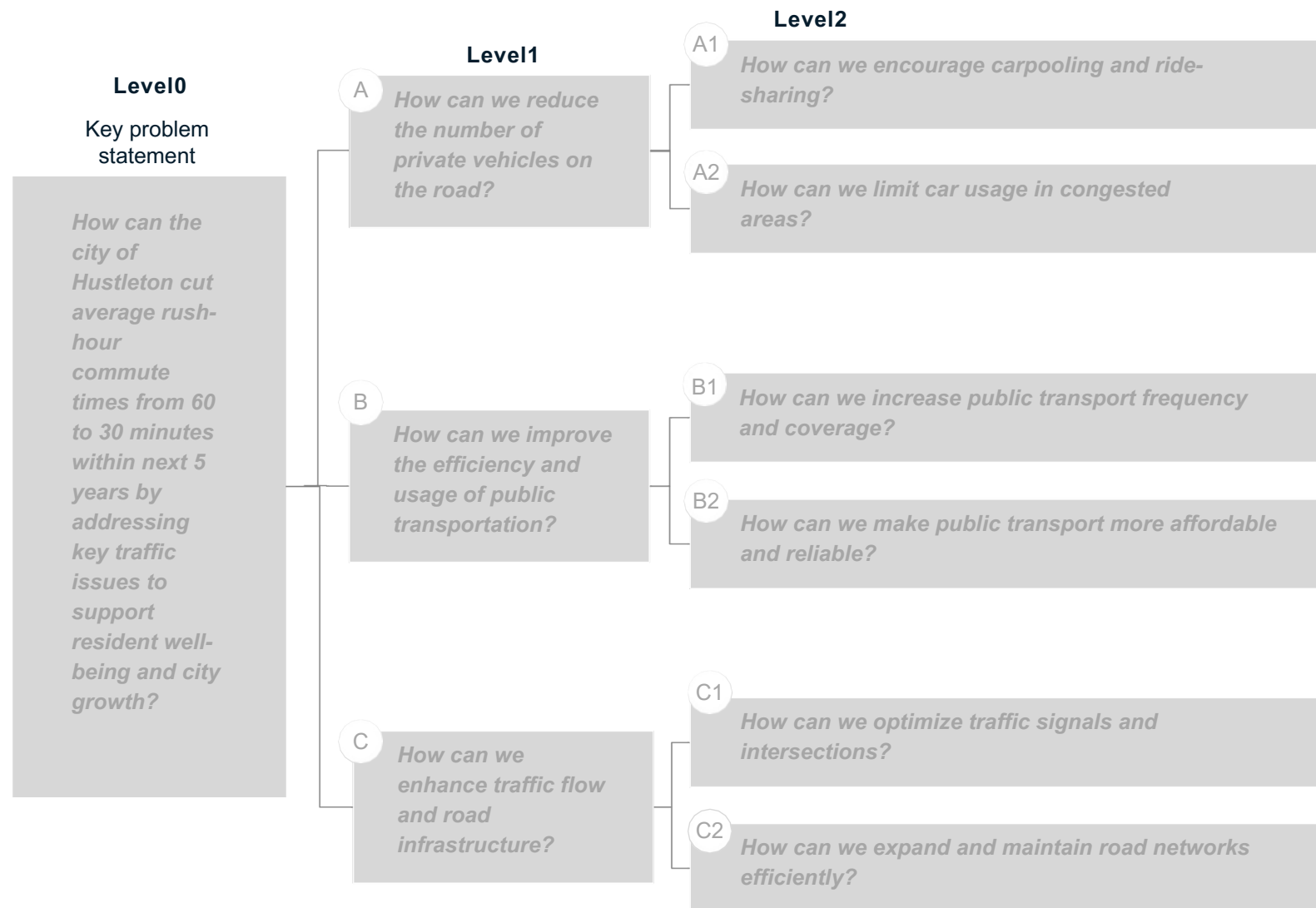
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second step of the assignment:

identifying a list of potential issues that if resolved, will likely lead to solving the problem.

Write down the problem statement you've defined in the previous step at Level 0 of the tree and then break it down into smaller issues in Level 1 (A,B,C) and then further in Level 2. Structure your sentences consistently starting with 'How can we ...'

For example, if you were solving the problem of 'How can I increase the amount of money I save at the end of the month?' 'one of the smaller issues you might identify is' How can I reduce the amount of money I spend?' and another one could be 'How can I make more money?'.





3. Prioritization Matrix Worksheet

How to use this worksheet

Use this worksheet to help you with the

third step in the assignment:

prioritizing two issues that should be analyzed more deeply.

You should consider all the issues you wrote in the Level 2 of your issue tree. Which ones would you place in the highlighted quadrant of this two-by-two matrix? The quadrant called 'High Impact – High Feasibility'.

To do so, compare them to each other, and ask yourself 'which of these are likely to be the most feasible/easy to solve and at the same time have the biggest impact on the key problem statement?'

