

PROBLEM STATEMENT (in OBJECT/DEFECT format)

- WHAT IS

- What things have a problem?

- What is wrong with them?

- WHAT IS NOT

- What things could have a problem but don't?

- What could be wrong but is not?

- WHERE IS

- When the problem was noticed, where was it geographically?

- Where is the problem on the thing?

- WHERE IS NOT

- Where could the thing be when we should have seen the problem but did not?

- Where could the problem be on the thing but isn't?

- WHEN IS

- When was the problem first noticed?

- When has the problem been seen again?

- Is there any pattern in the timing?

- When in the lifecycle of the thing was the problem first noticed?

- WHEN IS NOT

- When could the problem have been noticed but wasn't?

- When could it have been seen again but wasn't?

- When else in the lifecycle of the thing could the problem be seen but wasn't?

- EXTENT IS

- How many things have the problem?

- What is the extent of the defect?

- How many defects are on the thing?

- What is the trend?

- EXTENT IS NOT
 - How many things could have the problem but don't?

- What could be the extent of the problem but isn't?

- How many defects could be present but aren't?

- What could the trend be but isn't?