**SCENARIO SOLVING GUIDANCE FOR ANY PROJECT**

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| **STEPS** | **ACHIEVABLE CONSIDERATIONS** |
| **UNDERSTANDING THE PROBLEM** | Follow the **GEMBA** process. Did you do a walkthrough to understand the background of the problem? |
| Is there any form of evaluation document(s) that supports client’s requirements approval? This serves as proof/evidence that the correct requirements were gathered from the clients. Use **requirement** **sign-off documents** or **email confirmations** etc. |
| **GETTING CLIENT GOALS /EXPECTATION/OUTCOMES** | How were the client’s goals, expectations or envisioned outcomes gathered?  Use the **S.M.A.R.T** process to design your questions. This will help provide directions to get accurate information and avoid ambiguous information from the client. It also eliminates the “I THINK” or “I THOUGHT” future issues. |
| Identify priorities in the requirement. Scale expectations and compare them to existing conditions within the problem scope. |
| **STAKEHOLDERS** | It is important to identify, understand and prioritize who are the “Key Stakeholders” in your project. To prioritize, evaluate who will contribute, influence, oppose most or facilitate the success or downfall of the project, how and why? |
| **COMMUNICATION** | Which preferable means and frequency of communication did you and the client agree upon? Face to face, email, telephone etc.? although it is preferable to maximize the face to face communication method. How often should you update each other? |
| **PROBLEM ANALYSIS** | What problems did you identify? Are they the only ones? Why is the problem existing at first? Try as much to identify the root cause of the problem as it will provide guidance on the best solution to provide. Use the **5 Whys** approach, the **A3 Analysis** or the **Fish Bone** module |
| **PROCESS ANALYSIS** | The process should comply with the standardized process we have. |
| **SOLUTION** | The proposed solution should reflect the **S.M.A.R.T** approach and address the problem. Solutions should be feasible enough. Always have at least 3 alternative solutions for your clients. Your solution should be marketable enough to the clients. It should be clear and understandable to clients for them to buy in. It should be according to client’s requirement priorities. |
| **RISK ANALYSIS** | Never neglect the risks involved in the project. It is impossible to predict all the risks though but try to identify as much as possible. What impact will they have on the project? What is the probability of them occurring and how many times? Could they be avoided, accepted and mitigated? Use the **SWOT Analysis**, **PESTLE** model, **McKinsey 7s Model**, **LEAN** process, **Michael Porters 5 Forces** to help you in your strategic planning and analysis. |

**PROJECTS’ SCENARIO SOLVING GUIDANCE QUESTIONAIRE**

Please confirm with a tick as applicable to the project

1. **UNDERSTANDING THE PROBLEM**

* Does the client understand the problem?
* How did you confirm the credibility of the client’s information about the problem? For example; graphs, research, documents etc.

1. **GETTING CLIENT GOALS/EXPECTATION/OUTCOMES**

* Did you attempt to identify the client’s goals, expectations or envisioned outcomes gathered?
* Did you use the **S.M.A.R.T** approach?

1. **STAKEHOLDERS**

* Did you identify the Key Stakeholders in the project?
* Are they aware of the situation?
* Are they willing to help where necessary?
* What are their expectations?
* How did you get their buy-in?

1. **COMMUNICATION**

* Did you and the client(s) agree on a specific means of communication?
* Which preferable means and frequency of communication did you and the client agree upon? Specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* How often should you update each other? Specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **PROBLEM ANALYSIS**

* What problems did you identify?
* Why is the problem existing at first?
* Which approach did you use to identify the root cause? For example, 5 Why’s, Fish Bone etc.
* Can you solve the problem?
* Are they the only problems?

1. **PROCESS ANALYSIS**

* What are the current process currently identified?
* Did you follow the LEAN and GEMBA process to do your process analysis?

1. **SOLUTION**

* After requirement gathering, is there any form of evaluation document(s) that supports client’s requirements approval? Use **requirement** **sign-off documents** or **email confirmations** etc.
* Does the proposed solution reflect the **S.M.A.R.T** approach?
* Did you provide at least 3 alternatives to the solution?
* Did you prioritize your solution to suit requirement priorities?
* What are the PROs and CONs of the solution?
* Does the solution properly accommodate the goals identified?
* Is or are the solution(s) feasible and practical?
* Is the solution aligned with our strategy/process(es)?
* How do you monitor the implementation of the solution?
* Did you consider an MVP model in your proposed solution?
* How do you present the solution to the client for better understanding? What is your marketing plan to sell the solution?

1. **RISK ANALYSIS**

* Did you identify the risks surrounding the project? Did you use **SWOT Analysis**, **PESTLE** model, **McKinsey 7s Model**, **Michael Porters 5 Forces** etc.
* What impact will they have on the project? Who and or what is affected? How and when will this happen?
* What is the probability of them occurring?
* Could they be avoided, accepted and mitigated?
* How will you manage these risks?