

PIM Training
Getting Started with Problem/Opportunity
Analyzing a Problem – Handouts

Characteristics of a Problem

- Presence of a symptom
- Magnitude of the problem
- Time of the event
- Seriousness of the problem
- Spatial location

Methods of preliminary analysis to clearly define the problem

- Rephrase the problem
- Expose and challenge assumptions
- Chunk up [Scaling up a problem]
- Chunk down [Scaling down a problem]
- Find multiple perspectives
- Reverse the problem
- Gather facts and numbers

Steps in Problem Analysis

- Define the Central Issue
- Identify the stakeholders and users
- Define the boundary clearly
- Identify the constraints of the problem
- Gain Agreement