**Analyzing a Problem**

* This will be a group activity for the participants at the end of Day 3 (22/08/2019)
* Participants will be divided into 7 groups and will be allocated with one problem statement
* Expectation from the participants is to use the concepts learned on all 3 days (Analyzing a problem, Requirements Gathering, and SMART problem statement) on the below Amazon related problem statement (VoC) and present a one slider. Participants will be engaged for a discussion on the various approaches by each group.
  + *"I ordered the Iconic Modular Sofa. They delivered it yesterday morning and only delivered two boxes and there is supposed to be three… The feet are missing and there is supposed to be cushions with it as well… Update: the hardware/pillows were zipped in the bottom of the couch...Wish there had been some info in the boxes letting me know this."*

*Refer* [*SIM*](https://issues.amazon.com/issues/Anecdotes-412) *for more details of this problem.*

* Participants are asked to perform the below set of activities on the above problem statement.
  + *The above is a customer anecdote (VoC) for a particular issue in an ASIN. Use various techniques/methods of understanding a problem and problem analysis, and write down the business problem connected to this VoC in not more than 50 words.*
  + *Identify the possible business metric (s) associated with this problem, use any of the problem analysis tools and present data points related to this customer problem.*
  + *List down the activities performed in each of the steps in problem analysis.*
  + *Assume if you are going to take this customer issue as a business problem to solve, then please define the project goal and objectives. (take necessary assumptions wherever necessary).*
  + *List down all the possible gaps in requirements that you may encounter in defining this problem.*
  + *Write a SMART problem statement for this customer issue.*
  + *Define the possible output (Y) and success metric for your project.*
* Each group will be given time to present their work and the facilitator will initiate discussions for teams to contribute on the above activities.