

Risk Complexity Examples

Solution Approach

Systems Based	Separate what each area does into component functions, and then individually deal with each smaller component function. For example, break down a department into production and finance functions.	Break down a business system into technical components, such as processing, database calls, and user interface functions, to determine if things can be made simpler within each step or function.	Separate a service into systems involved, such as finance processing being performed by invoicing, accounts receivable, cloud-based storage, credit card processing, and collections systems. Attempt to streamline steps or interfaces between systems.
Reframing	Conduct interviews with various people outside the industry where the problem resides to get different perspectives.	Change the venue to discuss a problem to generate new ideas. For example, if you are working on logistics for cleaning restaurant linens, go to a commercial laundromat—to be <i>in</i> the environment where improvement is desired.	Rephrase a problem as a challenge. Instead of “We need to fix the duration to complete a task,” restate it as “How can we get this done in five days?”
Process	Build redundancy into the products you produce to reduce errors or safety concerns. Aircraft manufacturers do this regularly.	Build detailed flowcharts and note handoffs between departments, teams, or individuals, and look to streamline the decision-making or approach to achieving your goals.	For larger initiatives, build a right-to-left set of required steps to achieve an objective. Start with the final goal to the right. Challenge the assumption that each step is required to achieve a goal. Often steps can be combined or omitted, reducing complexity.