

# Perception Builder

Work live on a physical or virtual whiteboard. Record on this sheet only if needed. Capture final highlights on the A3. Describe what is happening and do not include fixes or causes. One issue per sheet. Capture observable facts only.

**Issue title****Owner and context**

Owner (Name)	Team or Area	Date

**Tie to OPS method**

Perception Builder supports preparation activities as well as establishing the Perception of the problem. It aligns the team on the Scope of the problem, aiding in keeping the team on track and on topic.

**Go and See**

Can we Go and See now?  Yes  No

**If No, when and where scheduled**

## Perception

**Who is affected or involved?****What is happening that should not be?****Where is it happening?****When does it occur?****Why is this important?**

## Problem Perception summary (Step 1)

(combine Who, What, Where, When, and Why in one to two sentences)

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### Stakeholders brainstorm

People who experience the problem	People who are experts in the problem

**Evidence captured today (IDs, counts, photos, screenshots). Reference attachments.**

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### Scope guardrails

In-scope (this issue)	Out-of-scope (parking lot for later)

### Readiness to proceed

- One overall issue described. Do not include solutions or causes.
- Who, What, Where, When, and Why fields are complete.
- Evidence listed, gathered, or plan exists to gather data.
- Owner named and next session is scheduled.