Problem Statement Example

Consider a software development and hosted data services company that supplies products and services to wireless carriers. They had issues deploying new software releases into the production environment. Deployment in this case is the work necessary for taking a production ready binary and installing, testing and releasing it into the production environment. The company failed to deploy the releases on-schedule over 50% of the time.

Problem Statement:

We want all of our software releases to go to production seamlessly, without defects, where everyone is aware and informed of the outcomes and status. **(Vision)**

Today we have too many release failures that result in too many rollback failures. If we ignore this problem; resources will need to increase to handle the cascading problems, and we may miss critical customer deadlines which could result in lost revenue, SLA(Service Level Agreement) penalties, lost business, and further damage to our quality reputation. **(Issue Statement)**

We will use our Kaizen Blitz methodology in evaluating the last release to help us improve our processes. **(Method)**