



Definition of a problem

‘The gap between an actual situation or the perception of it and the required or expected situation’



The nature of the problem

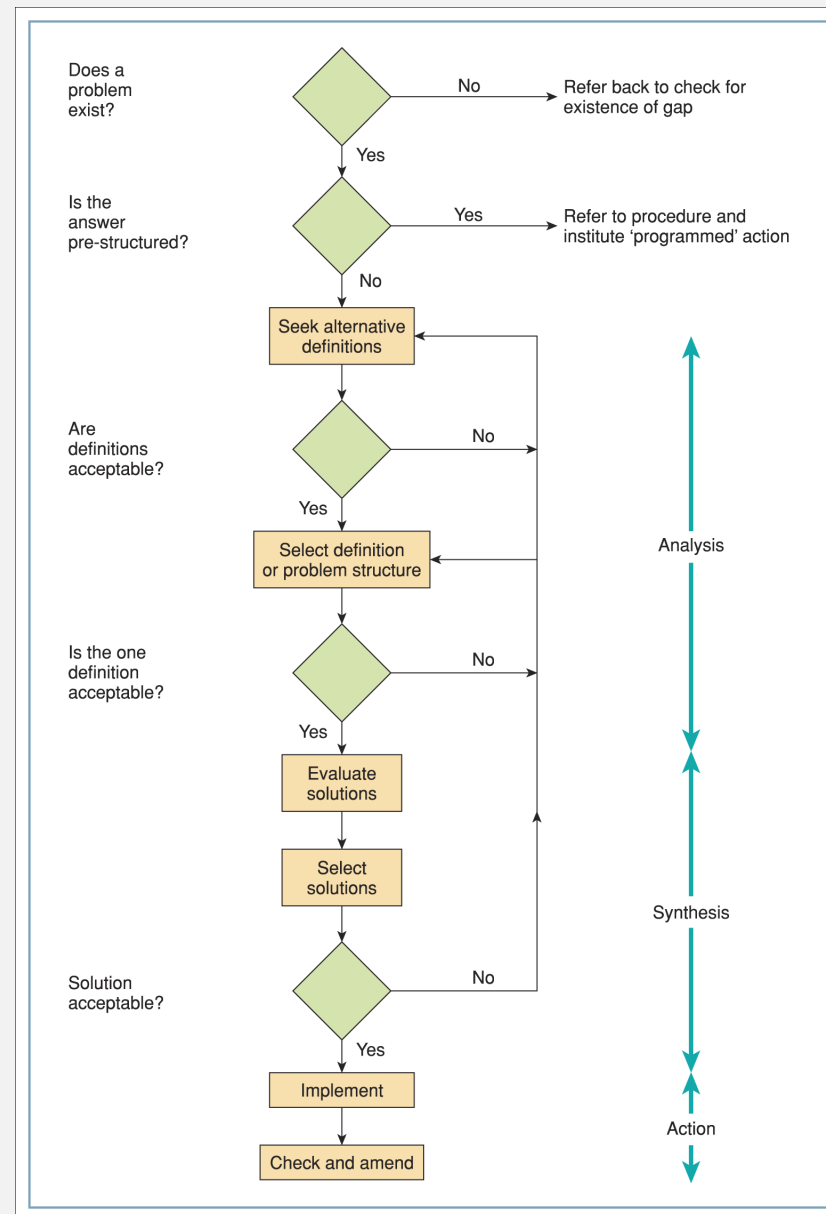
Response to a crisis

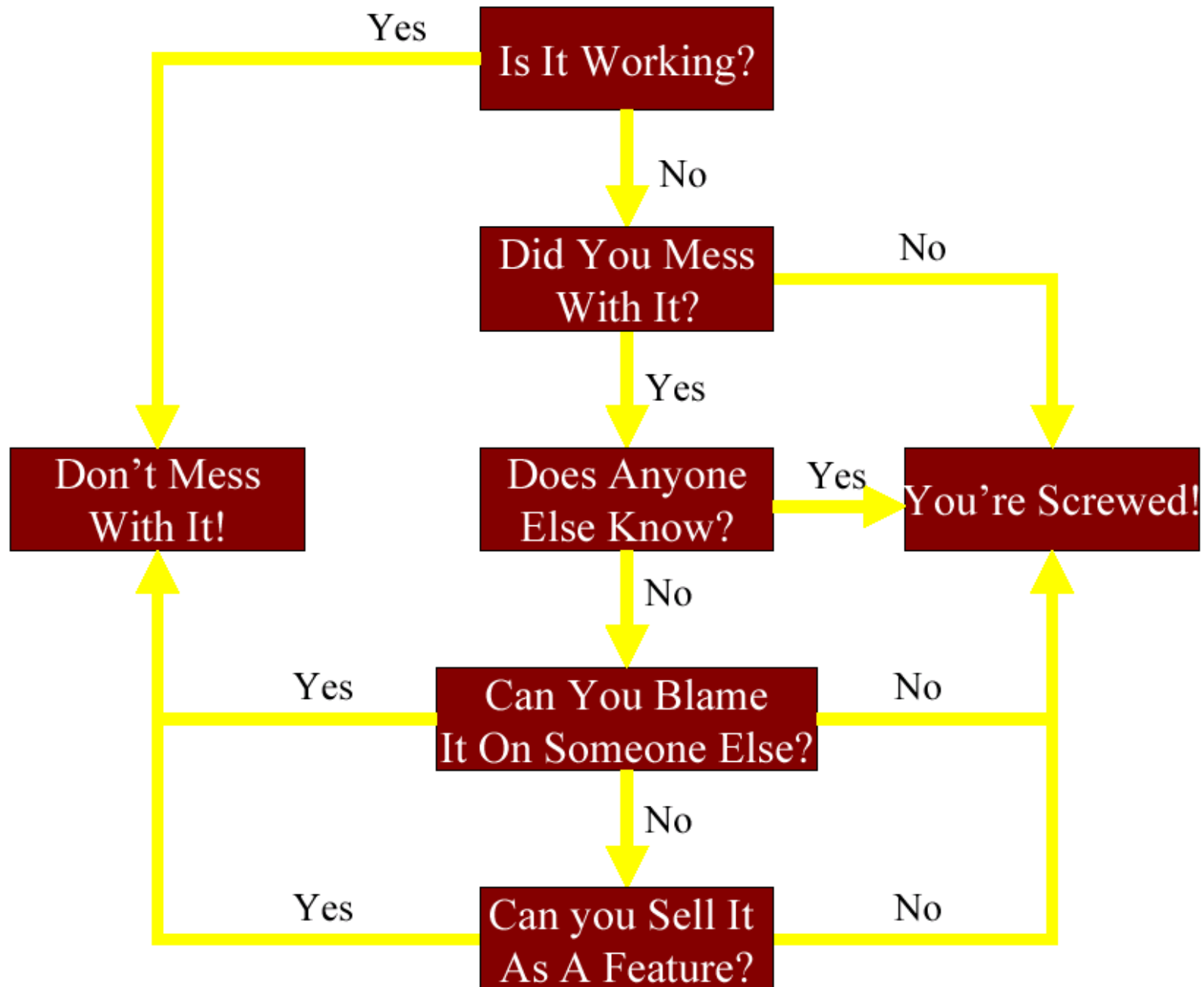
Emerging problem

Response to opportunity



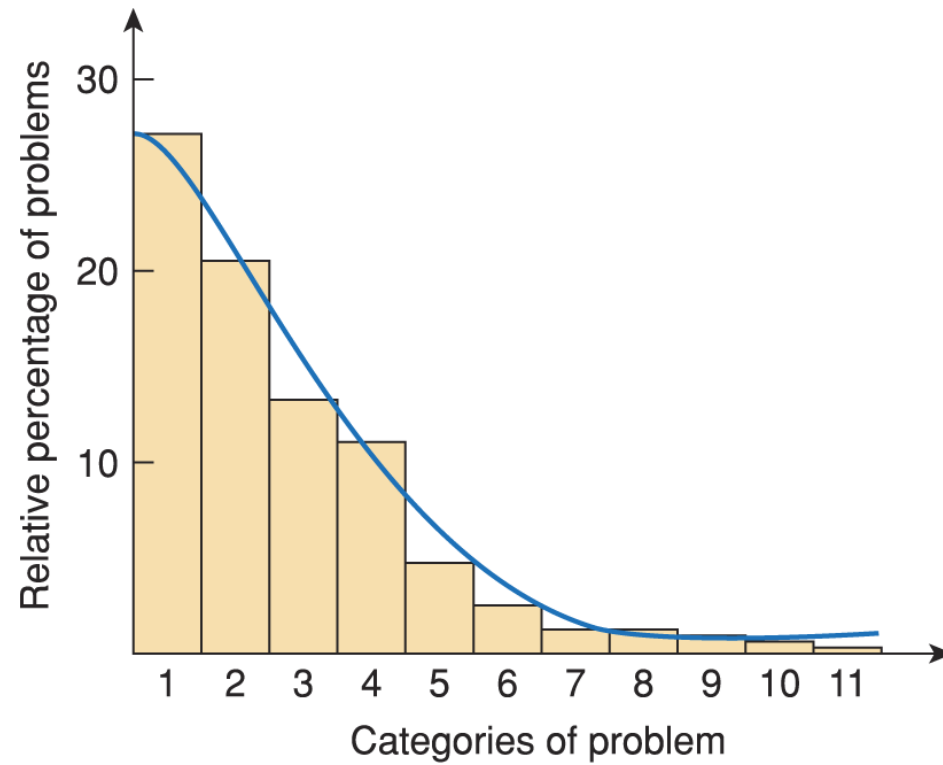
Structuring problems





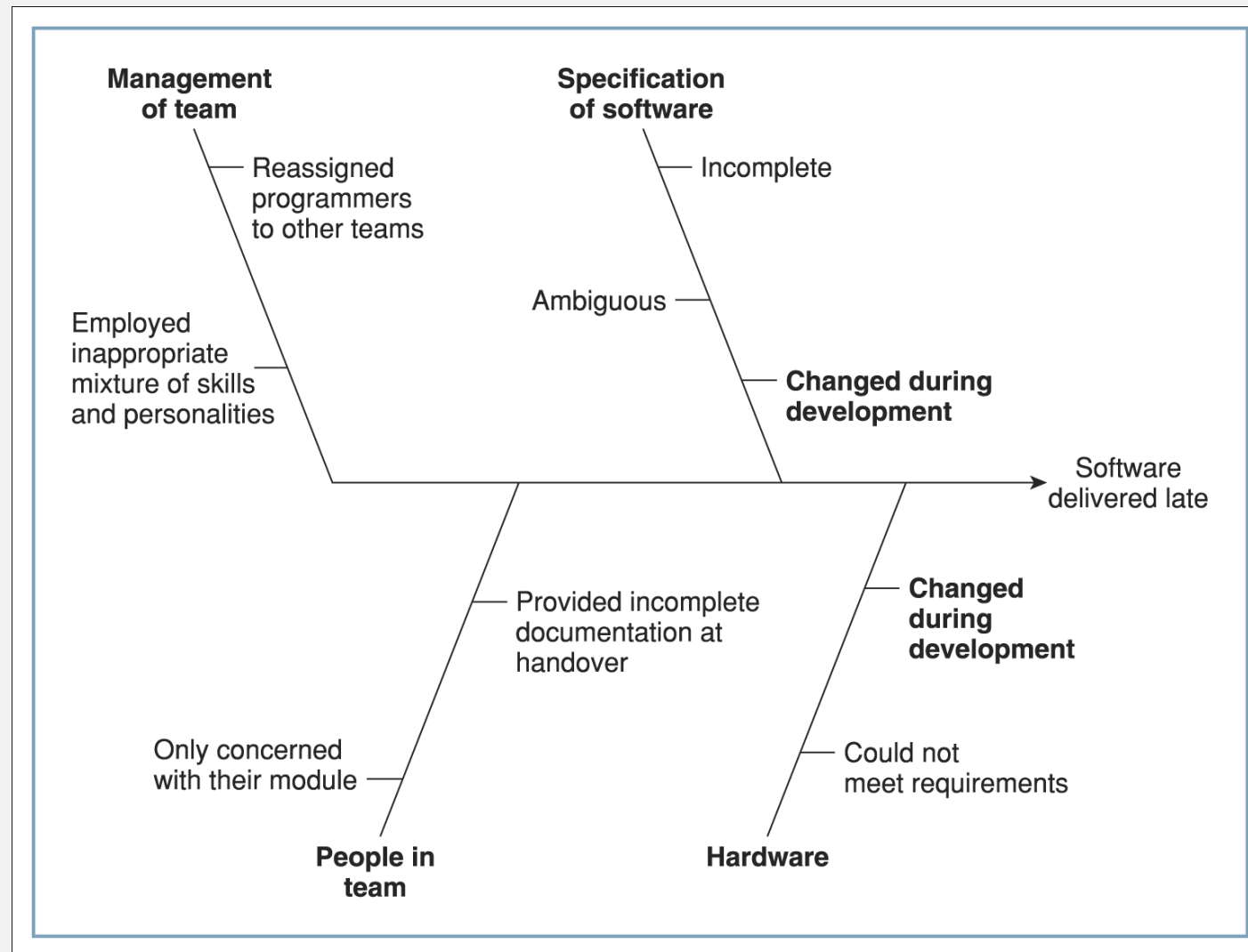


Pareto analysis





Ishikawa/fishbone diagram





Decision support

