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| **Step** | **Work** |
| 1. Objective Finding | *What are the goals for the solution?* |
| 2. Fact Finding | *What evidence can you identify about the problem and root cause?* |
| 3. Problem Finding | *What is the problem statement? Who needs to agree to the statement?* |
| 4. Idea Finding | *Who should be involved in the brainstorming process?* |
| 5. Solution Finding | *What are the criteria for selecting the solution?* |
| 6. Acceptance Finding | *How are you going to validate the solution resolved the problem?* |