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| **Step** | **Work** |
| **1. Objective Finding** | ***What are the goals for the solution? (to assure the teammate is fully committed to the project)***  *3 team members perceive that one team member of the geographically distributed team is not fully committed to the project. The goal is to assure that team member whose project participation is perceived as not fully committed is fully committed to the project.* |
| **2. Fact Finding** | ***What evidence can you identify about the problem and root cause? (evidence provide by teammates to PM)***  *The evidence of perceived lack of commitment is low online meeting attendance and considerable latency in the delivery of the assigned part of the software code crucial to the project success.* |
| **3. Problem Finding** | ***What is the problem statement? Who needs to agree to the statement? (affected teammate and PM)***  *After talking with the team member, it appears that the member has moved to a different time zone across the globe that affects his meeting attendance. Additionally, with the move being fairly recent, the adjustment to the new time zone affects productivity of the person in question.* |
| **4. Idea Finding** | ***Who should be involved in the brainstorming process? (whole team and PM)***  *After discussion with the team, it has been proposed to shift meeting times from early mornings, to mid-day to better accommodate the schedule of the person working remotely. In addition, it was recommended to allow the person to take time off to acclimate to new time zone.* |
| **5. Solution Finding** | ***What are the criteria for selecting the solution? (selected by the team, approved by PM)***  *The solution devised by the team is the one to be selected by the PM to go forward with: the person in question will take a week off, and the timing of the daily meetings is moved to mid-day to better accommodate time difference.* |
| **6. Acceptance Finding** | ***How are you going to validate the solution resolved the problem?***  *The solution will be validated by reviewing meeting attendance logs, code delivery timing, the quality of the code (number of bugs discovered), and overall subjective participation of the person in question in the project activities.* |