



3 P'S PROBLEM SOLVING WORKSHEET

DESCRIBE THE PROBLEM:	PROBLEM 1	PROBLEM 2	PROBLEM 3
HOW WAS THE PROBLEM DISCOVERED?			
WHAT IS THE IMPACT AND OR COST OF THE PROBLEM?			
WHAT TYPE OF ISSUE IS IT?			
WHAT STEPS (IF ANY) HAVE BEEN TAKEN TO SOLVE THE PROBLEM? IS THIS JUST A TEMPORARY FIX? ARE THERE FURTHER STEPS REQUIRED IN RESOLVING THE ISSUE THAT CAUSED YOU TO COMPLETE THIS FORM?			

- PRODUCT -	PRODUCT 1	PRODUCT 2	PRODUCT 3
DESCRIBE HOW THE PRODUCT IS CAUSING ISSUES			
WHAT IS YOUR ESTIMATE IN WHAT IT WILL COST TO REPLACE THE PRODUCT?			
WHAT IS YOUR ESTIMATE IN TIME TO DO THE WORK NECESSARY TO REPLACE THE PRODUCT?			
IS THE COST OF MONEY AND TIME WORTH THE INVESTMENT TO HAVE THE PRODUCT WORKING?			

- PROCESS -	PROCESS 1	PROCESS 2	PROCESS 3
WHAT PROCESS OR PROCESSES ARE CAUSING THE PROBLEM?			
HOW WAS THE PROBLEM DISCOVERED?			
WHAT NEEDS TO CHANGE IN THE PROCESS TO RESOLVE THE PROBLEM?			
WHO ALL IS IMPACTED BY THE PROCESS PROBLEM?			
WHO ALL NEEDS TO BE INVOLVED IN FIXING THE PROBLEM?			
HOW MUCH TIME AND ENERGY WILL BE REQUIRED TO RESOLVE THE PROCESS PROBLEM?			
WHAT SYSTEM CHANGES, DOCUMENTATION, AND TRAINING WILL BE INVOLVED WITH THE CHANGES?			
WHAT SYSTEM OWNERS OR OTHER PARTIES WILL BE REQUIRED OR SHOULD BE INVOLVED?			
ARE THERE CHANGE MANAGEMENT PROCESSES THAT NEED TO BE FOLLOWED?			

- PEOPLE -	PERSON 1	PERSON 2	PERSON 3
<i>(This section can be filled out during a conversation with the parties involved. Do your best to complete each section for each person.)</i>			
WHY DO YOU BELIEVE THIS IS A PEOPLE PROBLEM?			
DO YOU BELIEVE THE PERSON HAS BEEN PROPERLY TRAINED AND SETUP FOR SUCCESS?			
HAS THE PERSON BEEN PROPERLY COACHED ABOUT THE PROBLEM?			
WHAT (IF ANY) FEELINGS ARE CREATED BY THIS PROBLEM?			
WHAT (IF ANY) FEARS ARE CREATED BY THIS PROBLEM?			
WHAT ARE THE FACTS THAT EXIST ABOUT THIS PROBLEM?			
WHAT FRUSTRATIONS ARE BEING CAUSED BY THIS PROBLEM?			
ARE THERE ANY QUESTIONS THAT ANYONE INVOLVED NEEDS TO HAVE ANSWERED?			
WHAT IS THE GOAL / OUTCOME DESIRED?			