



# WHAT ARE YOU TALKING ABOUT?

NAME:

DATE:

<b>PROBLEM</b>	<p><b>DEFINE THE PROBLEM:</b> Why are we talking about this? What is the business case? Communicate why you are addressing this issue.</p> <p><b>PROBLEM GAP:</b> What should be happening? What is actually happening?</p>	<b>COUNTERMEASURES</b>	<p><b>LIST PROPOSED COUNTERMEASURES:</b> Consider impact and urgency (Pick one).</p>
<b>CAUSES</b>	<p><b>ROOT CAUSE ANALYSIS:</b> Use 5 Why's &amp; Fishbone Diagram.</p>	<b>IMPLEMENTATION</b>	<p><b>IMPLEMENTATION:</b> Timeline with who, what, when, where,</p>
<p><b>FOLLOW UP:</b> Is the process improved? How do you know? What else can we do?</p>			