

PROBLEM SOLVING CANVAS

Name:

Date:

PROBLEM

List your problem using the format:

The: Describe the challenge you are experiencing

Is stopping: Who is being impacted?

From achieving: What is not being done?

ACTIONS

List the actions that can be taken to mitigate the problem or symptoms.

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WHERE DOES THE PROBLEM SIT?

Mark where on the 'tree' your problem sits, and write any details for the symptoms, true problems, or root causes

Apparent Problem

Symptoms you can see, behaviours observed, reactions occurring

True Problem

Trigger for the issue, spark point, process failures

Root Causes

Environment that creates the issue repeatedly



TIMELINE FOR ACTIONS

Create a timeline for your actions by 1) Assigning a time scale and 2) Putting actions on the timeline.

Time

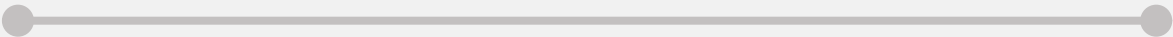
Time

Time

Time

Time

Time



METRICS

Capture details for the metrics you will use to determine whether the actions are working. Circle the trend arrow.

Metric Name	Metric Name	Metric Name	Metric Name	Metric Name	Metric Name
Baseline	Baseline	Baseline	Baseline	Baseline	Baseline
Tracking ↑ ↓	Tracking ↑ ↓	Tracking ↑ ↓	Tracking ↑ ↓	Tracking ↑ ↓	Tracking ↑ ↓

OCCURENCE

Does it occur at a certain time, during an event, date, process, etc.?

IMPACT

List the stakeholders or teams that experience the problem or its impacts

FEEDBACK LOOPS

What feedback loops will you need to track the timeline, metrics, and whether the solution is working?