

EVALUATE YOUR PROBLEM SOLVERS

(ARE THEY LIGHTNING-FAST AND RELIABLE, OR
DO THEY NEED MORE TRAINING?)

1. Can you please give me an update on the project you're working?

It should only take 5 minutes for a good problem solver to give an update.

2. How many root causes have you found this year? and this month?

A good problem solver should answer with a high number, NOT with how complicated everything is.

3. How many of your problems "solved" returned within the last 2 years?

A little investigation is probably in order.

4. How many Root Causes have you found?

--VS.--

5. How many Solutions have you found?

Because every root cause normally points to more than 1 solution, a good problem solver should give a higher number of potential solutions than root causes.

