

Practical Application

- **Think of at least 3 different problems you recently resolved (either at home or work)?**
 - For each of those problems, try to answer the following:
 - Define phase (understand the problem):
 - *How would you define the problem?*
 - *What information helped you assess the size and severity of the problem?*
 - Measure phase (gather reliable information):
 - *What information did you collect in order to assess or measure the problem?*
 - *What assumptions did you make about the information you collected?*
 - *What if the information or your assumptions was wrong? How would that have affected the situation?*
 - Analyze phase (identify root cause):
 - *Did you determine what was the root cause?*
 - *How did you differentiate between a possible symptom and the actual root cause?*
 - *What information helped you confirm what was the root cause?*
 - Improve phase (fix root cause):
 - *What improvement did you make to fix the root cause?*
 - *Did you test the improvement to ensure it would truly fix the root cause?*
 - *What would have been the outcome if you implemented the improvement but found it didn't fix the root cause?*
 - Control phase (sustain improvement):
 - *Has the root cause recurred? If so, why?*
 - *What measurements or controls have you put into place to prevent that root cause from recurring?*