

# Before Structured Problem Solving

Understand  
the specific  
problem



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Before structured  
problem solving  
define the problem  
specifically using  
5w+1h

|   |       |
|---|-------|
| w | what  |
| w | when  |
| w | where |
| w | who   |
| w | which |
| h | how   |

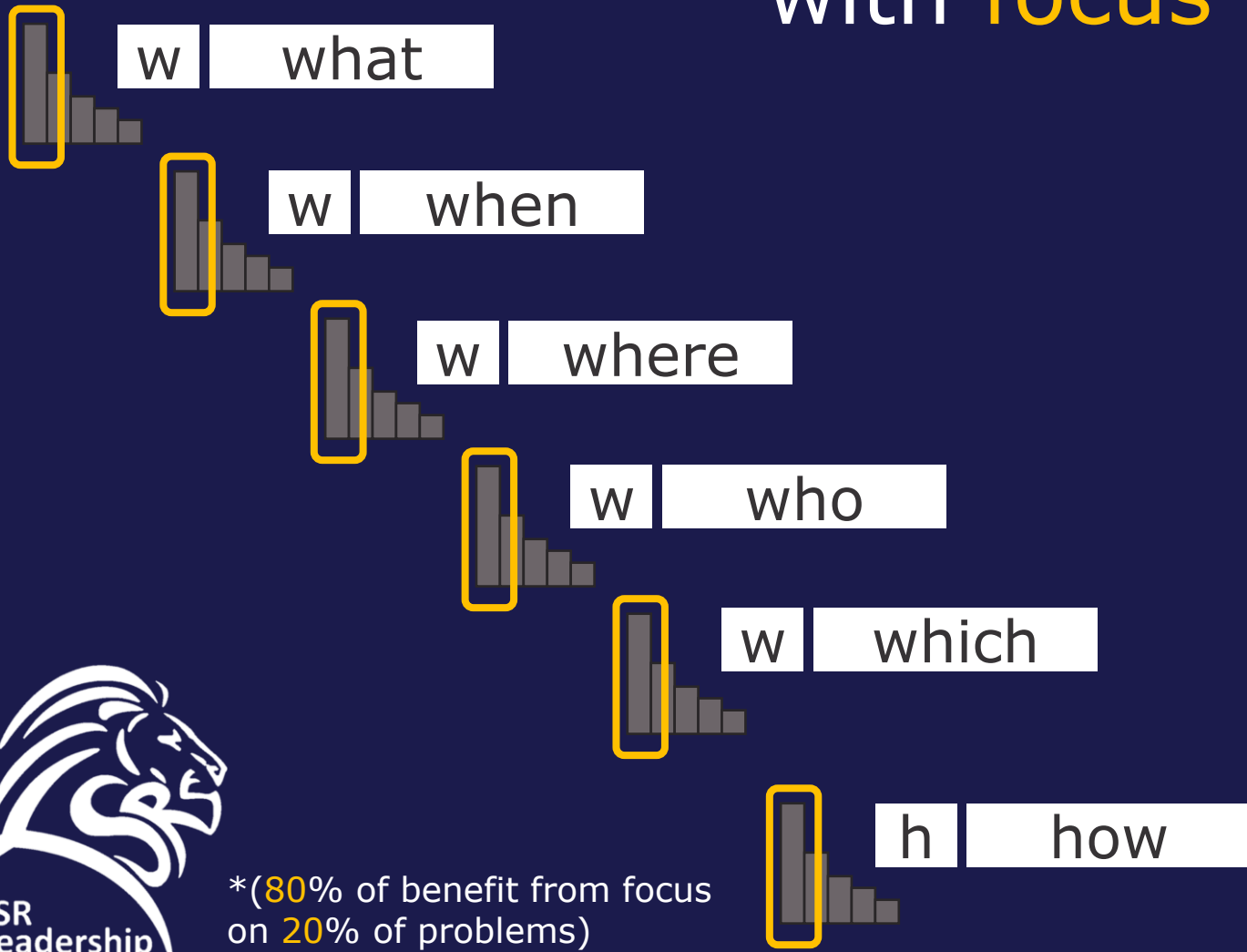


|   |       |                                                      |
|---|-------|------------------------------------------------------|
| W | what  | does the problem look like?                          |
| W | when  | does it happen? – morning, evening, start, finish    |
| W | where | does it happen? – location, on product, process step |
| W | who   | has the problem? – everyone, one team                |
| W | which | trend is happening? increasing, cyclical             |
| h | how   | is the problem different from how things should be?  |

Use 5w+1h to **focus**  
on the details and  
**specific facts** of the  
problem



If using data for **5w+1h**,  
use **pareto**\* to assist  
with **focus**



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To **learn more,**  
get in touch



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