

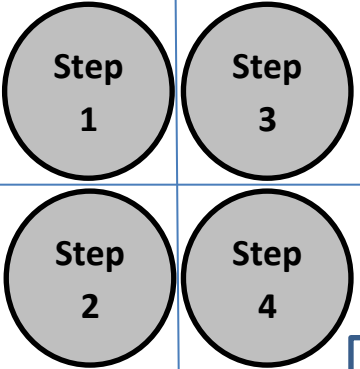
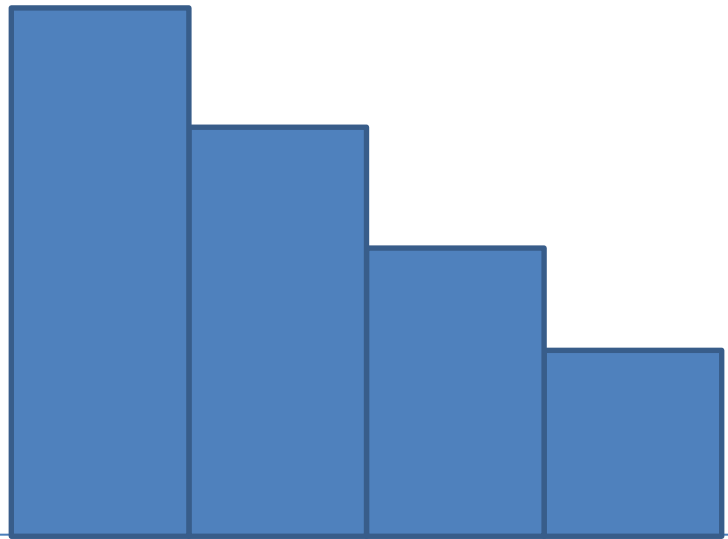
4 Step Problem Solving

Problem Statement:

Target:
Actual:

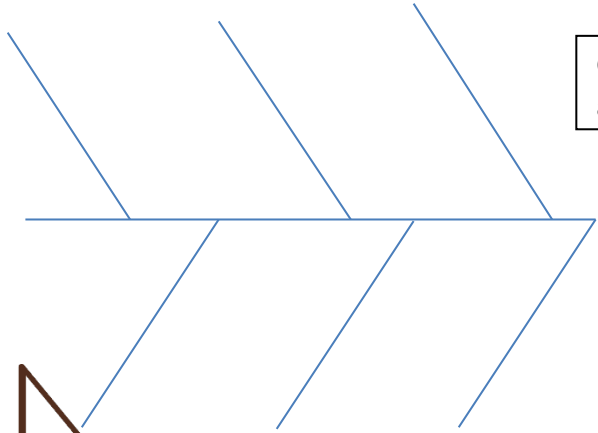
Gap Between Target and Actual:

Rank Root Causes in Order of Importance



Determine Root Causes Before Moving to Step 3!

Action Plan



Gap Between Target and Actual:

What	Who	When

Problem Statement:

During the morning shift at our restaurant, the toast is burnt 50% of the time.

Target:

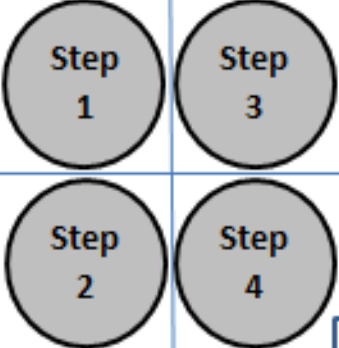
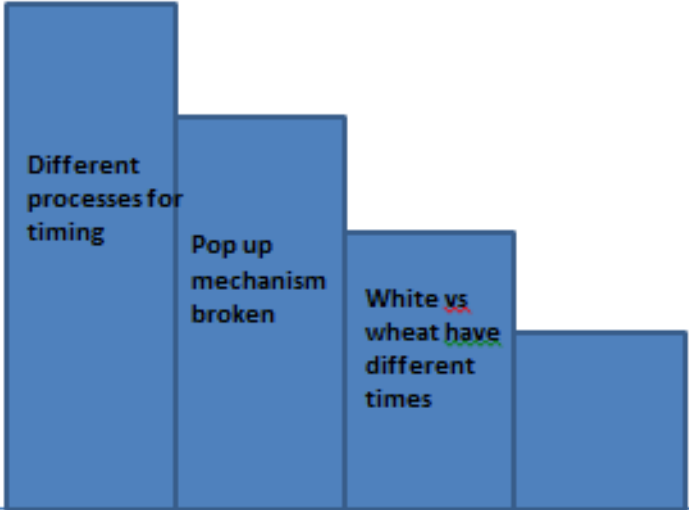
Toast Golden Brown 100% of the time

Actual: **Toast Golden Brown 50% of the time**

Gap Between Target and Actual:

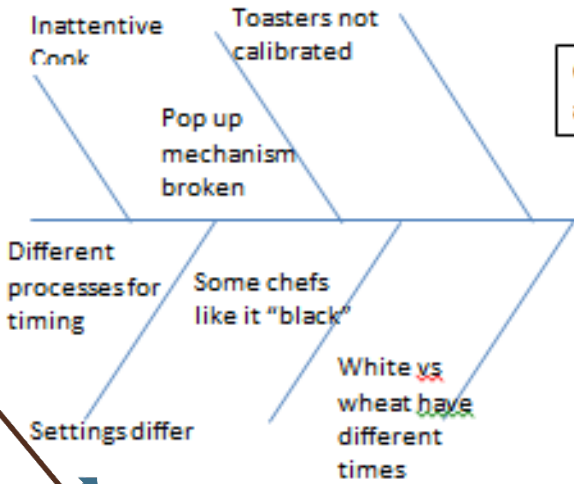
50% Burnt Toast

Rank Root Causes in Order of Importance



Determine Root Causes Before Moving to Step 3!

Action Plan



Gap Between Target and Actual:

50% Burnt Toast

What	Who	When
Create visual aid for timing	Sue	1/26
Train staff on visual aid	Sue	1/26-1/27
Get toaster fixed	Fred	1/24
Dedicate one toaster for white/one for wheat	Pam	1/25