Problem Statement Worksheet

Please answer the following questions and write your answers on the lines below.

1. What process are you trying to improve?

_____

2. What is the process doing, or what is the process producing, that needs to be improved?

_____

3. How long has this issue been occurring **or** how long has it been since you noticed the issue?

_____

4. How do you know this is an issue **or** what brought it to your attention?

_____

5. Any other measures, data, or facts that let you know this is an issue?

_____

6. What is the impact of this problem? What will happen if this problem continues? So what?

_____

7. Is there an organizational standard for how this process is supposed to perform? If not, what do you think should be the standard? (your best guess)

_____

8. Below, condense your answers into 2 to 3 succinct sentences. This is a good first draft of your Problem Statement. *Note: Problem statements frequently evolve throughout the life of a QI project.*

More questions? Email QIC@multco.us

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