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| 1. **CONCERN**   State the problem as a gap between what happened and what should have happened.  Map out the sequence of events. State on the map the issues that led to the problem. | 1. **COUNTERMEASURE**   Determine and test countermeasures to permanently address every root cause |
| 1. **CAUSE**   Use 5-Why to determine the root cause of each issue leading to the problem. | 1. **CHECK**   Follow-up on actions to implement and validate the countermeasures recognize the people involved in problem-solving and share learning   |  |  |  |  | | --- | --- | --- | --- | | **What** | **Who** | **When** | **Done** | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |

**PROBLEM NUMBER: \_\_\_\_\_\_\_\_ PROBLEM TITLE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**