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|   | **Define / Understand the Problem** |
| **4W + 2H** | **What:** | **What is happening? What are the issues? What is the impact to the customer (measure)? Describe in detail.** |
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| **When:**  | **When did it happen? When isn’t it happening? (specific time of day, hour, shift, etc)** |
|   |
| **Where:** | **Where did it happen? Where isn’t it happening? (specific department, table, location, etc.)** |
|   |
| **Who:** | **Who was involved? (Who noticed the issue, who produced the product, etc.)** |
|   |
| **How often?** | **How often is it happening? (One time, random, varies, chronic. Trending up or down?)** |
|   |
| **How:** | **How is the customer impacted? How is it supposed to work compared to what is happening (what is the standard?)**  |
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|   | **SMART Problem StatementSpecific, Measurable, Attainable, Relevant, Time Bound** |
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