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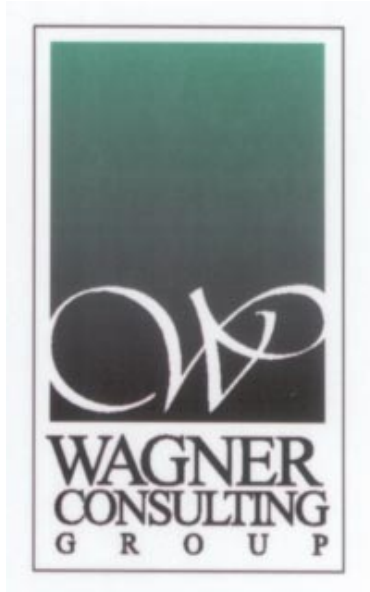
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## Focus

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# Solving the Right Problems

Ready, fire, aim. Oops!

A perfect solution applied to the wrong problem doesn't solve the predicament. Use the following techniques to hit the right target.

1. Include the appropriate stakeholders when clarifying the real, underlying problem and possible solutions. Remember the saying, "If your only tool is a hammer, every problem looks like a nail."
2. Think broadly.
  - a. Expand the problem scope to ensure you do not overlook important considerations.
  - b. Frame the core issues correctly. For example, late deliveries could be caused by poor inventory management or, instead, by a disorganized dispatch function.
  - c. Consider a broad range of solutions. Some should be extreme just to explore limits. At a minimum, develop two different approaches for resolving each problem.
3. Focus on the big picture, and think how changes in one area will affect others. Systematically follow the appropriate chain of events from start to finish.

Shoot from the hip, or approach problem solving in a disciplined approach. Which sounds better to you?

*Tom Wagner*

We help clarify options so our clients  
identify the Right Questions  
and solve the Right Problems.

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