

## **PROBLEM DEFINITION QUESTIONNAIRE**

A successful solution requires a well-defined problem. It's important that you ask the right questions to ensure you are tackling the right problems and to avoid wasting resources, missed opportunities and misaligned initiatives.

### **ADDRESSING EMPLOYEE FRUSTRATIONS**

What part of your role gives you the greatest frustration?

What about it is frustrating?

What would alleviate this frustration?

### **PROCESS INEFFICIENCIES**

Are there parts of your organisation's processes that make it difficult to perform your role?

Could this process be changed? How?

### **TIME CONSUMING ACTIVITIES**

What takes up the most time in your day?

Why is it so time consuming?

Would having more resources make it better?

## **WASTED DATA**

Is there an area of your business in which you collect a lot of data but don't use

Is this data easily accessible, and complete?

*Identify one of these activities that is people intensive and continue to map out the workflow of this process.*