

UNDERSTANDING THE CHALLENGE: A MAP

Challenge Statement

ROOT CAUSES

So What?

So What?

So What?

So What?

Hypothesis #3

Hypothesis #4

Hypothesis #2

Hypothesis #1

Why?

Why?

Why?

Why?

Why?

Why?

Why?

Why?

Why?

Why?

Why?

Why?

WHY?

WHY?

SO WHAT?

SO WHAT?