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Checklists

From the book: **Problem Solving 101: A Simple Book for Smart People** **Book by Ken Watanabe**

Create a Logic Tree

The finished tree grows bigger from left to right.

- List whatever comes to mind on a piece of paper.
- Group major topics on the left.
- Moving to more minor or limited topics to the right.
- Group similar topics together.
- Create more branches.
- Ask yourself “What can I call this group to sum it up?”
- Draw a branch to the left and write the name of that group.
- For each bigger topic ask, “Specifically what or how?”
- Add sub-branches out to the right.

Solution for Root Causes

- Diagnose the situation and identify the root cause of the problem.
 - List all the potential root causes of the problem.
 - Build a Yes/No tree.
 - Write down questions.
 - Does a y/n answer lead to an explanation or another question?
 - Create buckets of answers for possible explanations.
 - Develop a hypothesis for the likely root cause.
 - Determine the analyses and information required to test the hypothesis.
 - Clarify the questions you are trying to answer.
 - Do environmental research.
 - Interview people, if needed.
 - Develop a design plan.
 - Write the design plan on paper.
 - Analyze and identify the root cause.
 - Summarize the difference between the original hypothesis and the actual results of the research.
 - Analyze the feedback from interviews.
- Develop a solution.
 - Develop a wide variety of solutions to solve the problem.
 - Create a logic tree.

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- Prioritize actions.
 - Make key criteria the potential impact of the action and its ease of implementation.
- Develop an implementation plan.
 - Ask others to help.

BREAK DOWN A BIG DREAM INTO SMALLER GOALS

- Set a clear goal.
 - Write a goal statement.
 - Specify what, how and when to obtain the requirements to start.
 - Write down specific conditions.
- Determine the gap between the goal and the current situation.
 - Calculate how to achieve the goal.
- Form a hypothesis about how to close the gap and achieve the goal.
 - List as many options and ideas as possible.
 - Use the logic tree
 - Select the best ideas as the hypothesis.
 - Cut out the ideas that are not clearly effective or feasible, or if they go against your values.
 - Make a hypothesis pyramid
 - Place the conclusion or main message at the top
 - list the supporting rationales on the bottom
- Check the hypothesis. (Go back to step 3 if the hypothesis is disproved.)
 - Determine the analyses and information required to test the hypothesis.
 - Use a problem-solving design plan
 - Analyze and develop an action plan.
 - How much can you reduce?

PROS AND CONS; CRITERIA AND EVALUATION

Pros and Cons

- List all the options.
- List the pros and cons of each of the options.
- Weigh each of the positive and negative points listed.
- Select the most attractive option.

Criteria and Evaluation

- List all the options.
- List the evaluation criteria.
- Decide the degree of importance of each criterion.
- Evaluate each option based on the Weighted Criteria.
- Select the most attractive option.

Execution

- Create a Schedule.
 - Indicate everything you are going to do.
 - Indicate when you plan to do it.
- Monitor the progress and revise the plan if needed.

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About Flexiana

We help companies improve and build digital services - **We are The Service Builders**. We provide quality and professional full-cycle applications, web applications, mobile applications and custom software. We specialize in solving real problems and using opportunities to increase customer satisfaction and gain new customer groups, from idea to long-term cooperation. Drive and dedication have ensured Flexiana has delivered true value to business since 2016. Our values are Craftsmanship, Transparency, Autonomy, Diversity, Remote and Agility.

To deliver consistently, we have lots of things, for example, checklists like these ones. To deliver the best practices, we read, we process information, we discuss and share and teach. And to improve continuously, learning, teaching, processing and building knowledge is an integral part of our operations.