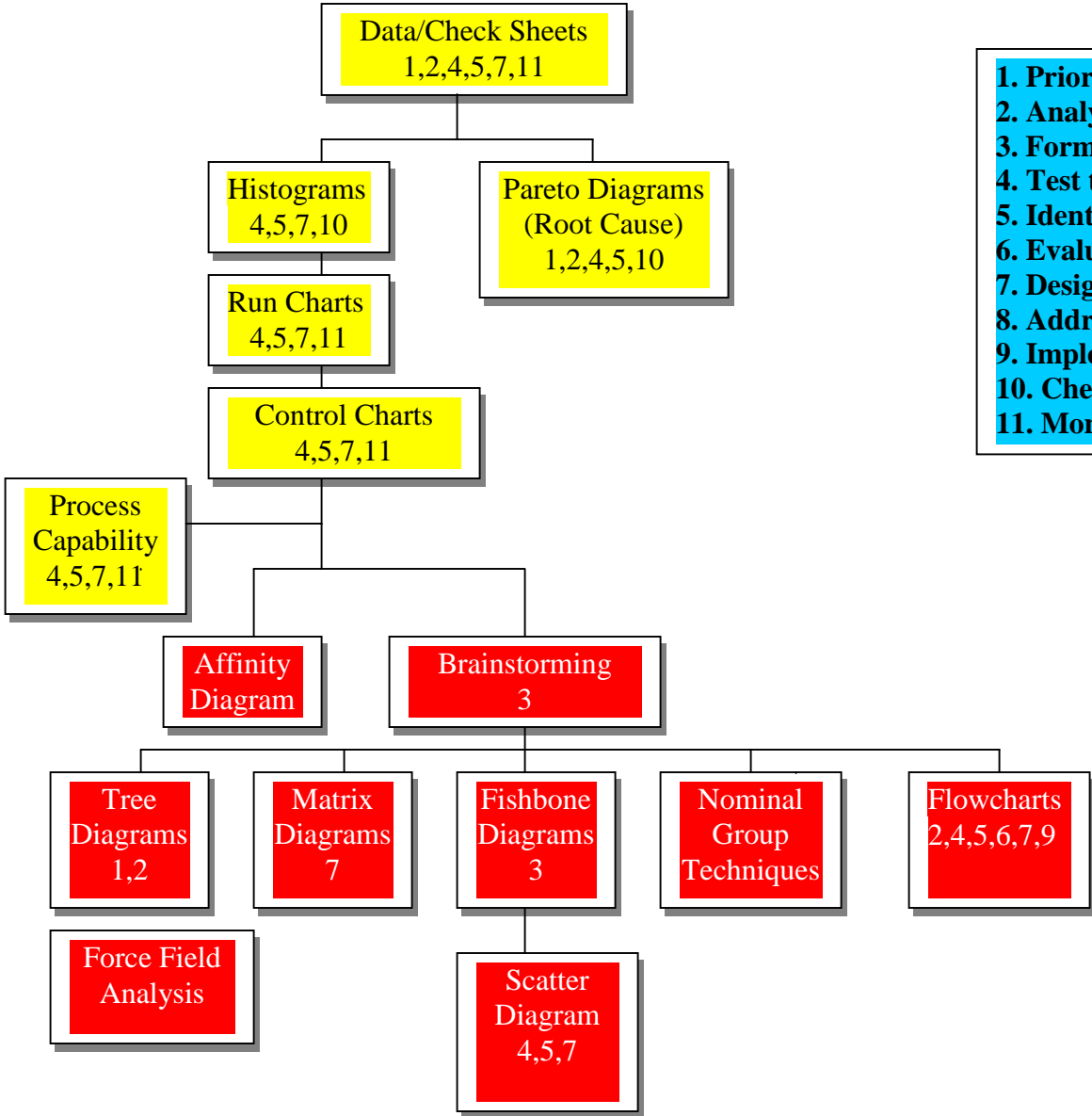


PROBLEM SOLVING TOOLS

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Statistical
Tools



1. Prioritize problems
2. Analyze symptoms
3. Formulate theories
4. Test theories
5. Identify causes
6. Evaluate solutions
7. Design solutions
8. Address resistance
9. Implement solutions
10. Check performance
11. Monitor controls

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Analytical
Tools

Plan, Do, Check, and Act Model