

General Problem Statement Tool

This section helps you to capture and understand the problem using a simple checklist.

Outline the

Problem: _____

What does it impact?

- Customer experience
- Finance
- Personal (emotional and physical wellbeing)
- Your ability to work
- Facilities
- Processes

Who is affected by this problem?

- Yourself
- Colleagues
- Managers
- Other service areas/Committees
- States of Guernsey
- External customers

What don't you know about this problem? (e.g. financial impact)

What do I need to know? (Where is my evidence, who's perspective do I need to understand, what research do I need to do)

Is there a deadline the solution is needed by? _____

Will it occur again, and if so when? _____

Briefly describe why this is a problem:

What is the severity of the problem from 1 (minor) to 5 (severe):

For me:

1 2 3 4 5

For your team:

1 2 3 4 5

For the service users:

1 2 3 4 5