Recognize a Problem: break down any situation into specific components, and determine who will do what, and by when.

- Create a clear and complete list of issues related to the problem
- Put the list in priority order, so action can be taken on the right thing at the right time
- Plan appropriate actions for each concern and assign people to complete them
- Communicate the priority and assignments

Find True Cause: a structured way to quickly find the cause when things are not working as they should.

- Describe the problem in clear terms that will guide the cause-finding process
- Use four categories of information to precisely describe key characteristics
- Comparing items that do not have the problem to those that do, and use clues to identify possible causes
- Test ideas about possible causes to eliminate ones that don’t support known facts
- Confirm the true cause before taking action to fix it

Select a Fix: rapidly select the best option when preparing to fix the cause of a problem.

- Describe the choice in clear terms that will guide the decision-making process
- Identify criteria to evaluate options
- Understand which criteria are mandatory and which are not
- Comparing performance of each option then pick the best one
- Consider risks associated with the best options

Avoid Future Problems: consider what might go wrong when the fix is implemented, and prevent it.

- Brainstorm a list of things that could go wrong
- Identify and prevent possible causes for each potential problem
- Prepare actions to minimize effects if problems do happen
- Set triggers to ensure actions are only taken if needed

Additional topics:

- Questioning Skills
- Advanced topics for each process (e.g. for Find True Cause: Think Beyond the Fix; Specific Types of Problems; Types of Action; etc.)