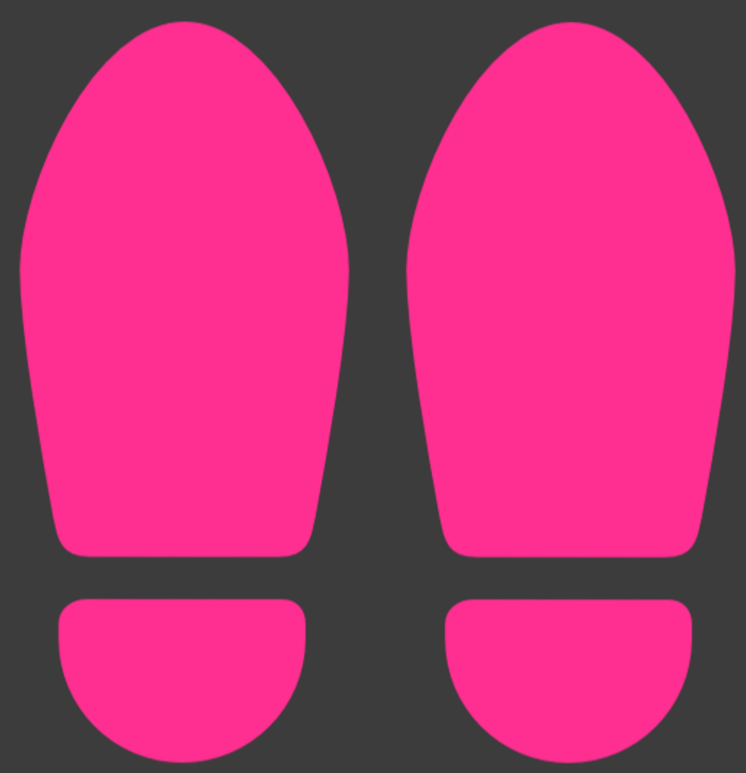


7 STEPS OF PROBLEM SOLVING



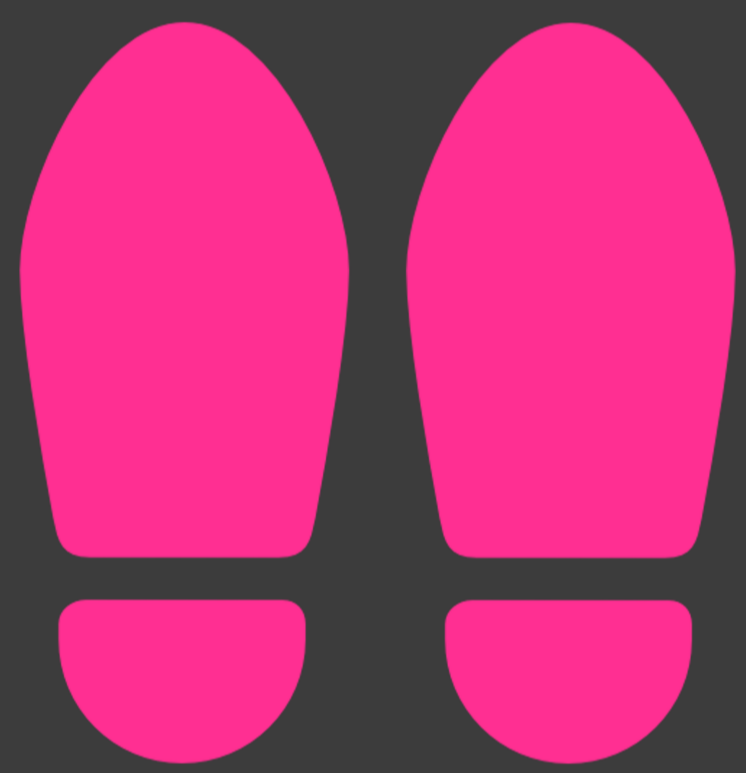
DEFINE

WHAT IS THE PROBLEM ?



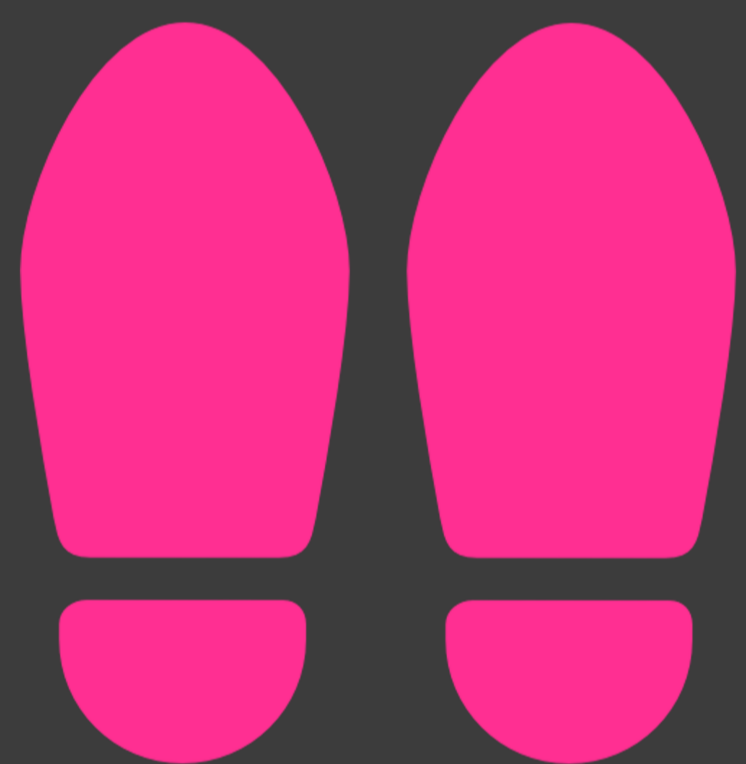
CONTAINMENT ACTIONS

WHAT CAN WE DO NOW?



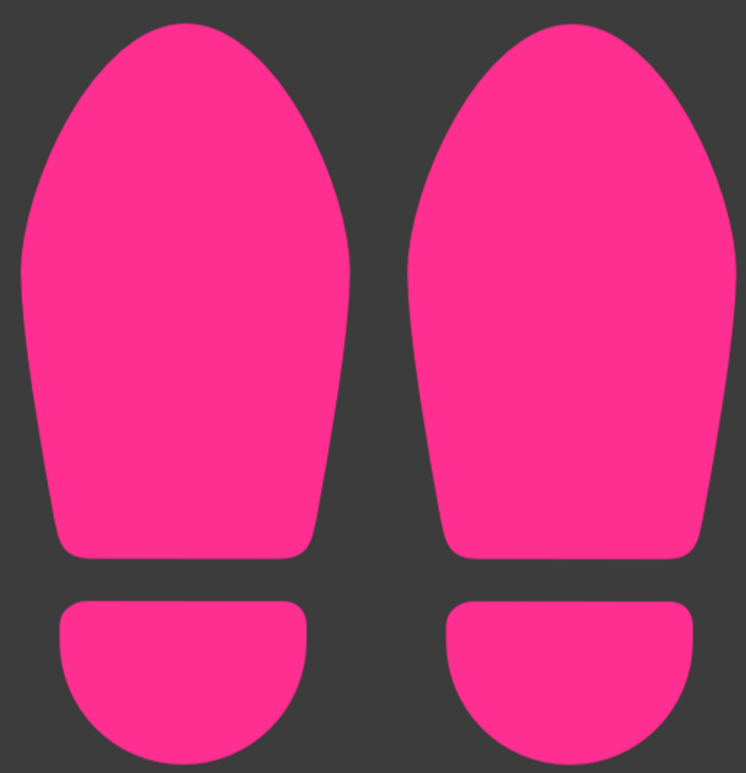
DATA COLLECTION

IF YOU CAN'T MEASURE YOU CAN'T CONTROL



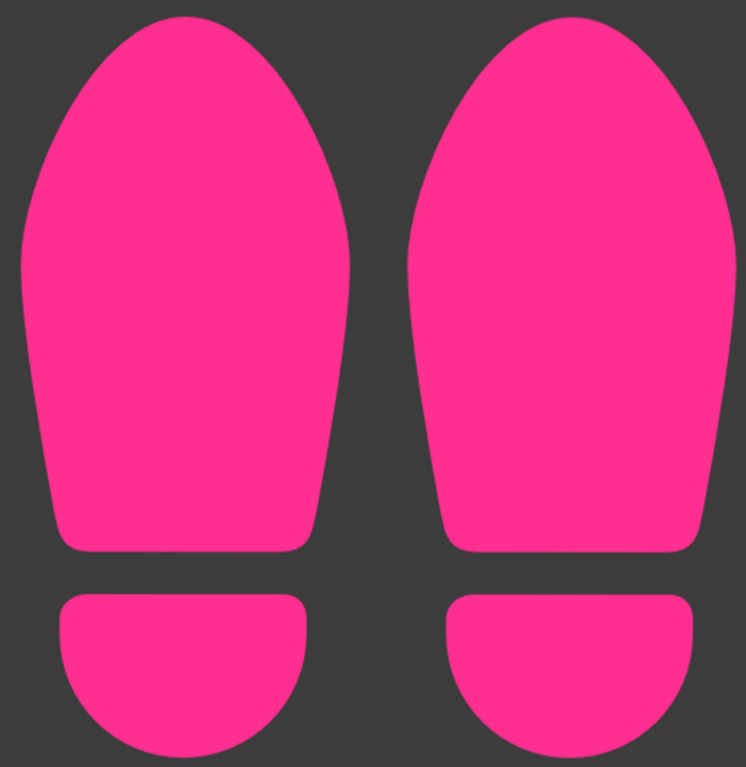
ROOT CAUSE

WHERE DOES IT COME FROM?



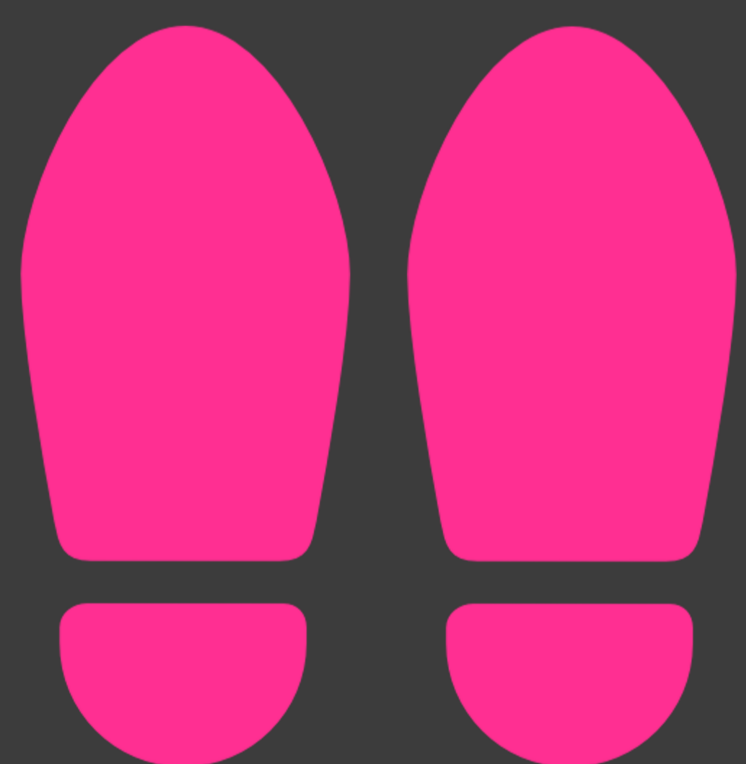
CORRECTIVE ACTIONS

SUSTAINABLE SOLUTIONS



EVALUATE EFFECTIVENESS

DOES IT REALLY WORK?



LESSONS LEARNED

CAN WE AVOID SCREWING UP AGAIN?