DECISIONS AND PROBLEM-SOLVING

Problem-Solving Agenda

[Problem in one line]

MEETING DATE
[Month day, year]

LENGTH
60 minutes

Time	[00:00] to [00:00]	**Location**	[Room or video link]
Problem owner	[Name]	**Facilitator**	[Name]
Attendees	[Names]		

01 Objective

Agree on the most likely cause of [problem] and the first fix to try, with an owner and a date to check it worked.

Find the cause before choosing a fix. A fix aimed at a symptom brings the problem back.

02 Before the meeting

- Problem owner: fill in the problem statement below and share it by [date].
- Bring evidence: data, examples, screenshots, customer reports.

03 Agenda (60 minutes)

No.	Min	Item	Lead	Purpose
01	**10**	**Define the problem** Agree on the statement below. Facts, not guesses.	[Problem owner]	Discuss
02	**10**	**Review the evidence** What the data shows, and what it doesn't.	[Name]	Inform
03	**15**	**Find likely causes** Ask "why?" until you reach something you can act on.	All	Discuss
04	**15**	**Choose a response** Compare fixes for the top cause. Pick one to try first.	[Problem owner]	**Decide**
05	**10**	**Assign who does what** Owner, date, and how you'll know it worked.	[Notetaker]	**Decide**

04 Problem statement

Question	Answer
What is happening?	[Describe it as someone outside the team would see it]
Where and when?	[Product, process or place, and since when]
How big is it?	[Number of cases, cost, delay, customers affected]
What should happen?	[The expected result]

MEETING RECORD

Problem-Solving Agenda

NOTETAKER
[Name]

05 Evidence

Source	What it shows	Brought by
[Report or ticket]	[One line]	[Name]
[Source]	[One line]	[Name]
[Source]	[One line]	[Name]

06 Five whys

Why?	Because …
Why 1	[First answer]
Why 2	[Answer]
Why 3	[Answer]
Why 4	[Answer]
Why 5	[Root cause you can act on]

07 Possible fixes

Fix	Fixes the cause?	Effort	Try first?
[Fix 1]	[Yes / Partly]	[Low]	[Yes]
[Fix 2]	[Yes / Partly]	[Medium]	[No]
[Fix 3]	[Yes / Partly]	[High]	[No]

08 Decisions, actions and parking lot

Type	What was agreed	Owner	Due
Decision	[What, in one sentence]	[Name]	[Date]
Action	[What, in one sentence]	[Name]	[Date]
Action	[What, in one sentence]	[Name]	[Date]
Action	[What, in one sentence]	[Name]	[Date]
Parked	[Topic, and where it goes next: meeting, email, next agenda]	[Name]	[Date]

09 Notes

[Anything else worth keeping: numbers quoted, open questions, who to follow up with]