**Background:**

* Why are you talking about it?

### What is the business case? What business problem are you trying to solve or analyze? Be very concise – communicate WHY you are addressing this issue.

**Current Condition:**

* What is going on?
* Use facts, date,
* Be visual – use Pareto charts, pie charts, sketches
* Make the problem clear

**Goal:**

### State the specific target(s). State in measurable or identifiable terms.

**Analysis:**

* Use the simplest problem-analysis tool that will suffice to find the root cause of the problem:

**Proposal:**

### Your proposed countermeasures

**Plan:**

* Timeline with who, what, when, where, how

**Follow-up**

* What issues or remaining problems can you anticipate?