BUSINESS NAME

DEPARTMENT NAME

PROBLEM SOLVING.

**Department Head Name**

**Date**

**CONTACT DETAILS**

# The Problem

*Describe the problem your business is having in detail. How long has your business had this problem? What caused the problem? Is the cause internal or external? What effect has it had on your business so far? What, if anything, have you tried to do to solve or alleviate the problem? What impact have attempts at a solution had so far? Is there a deadline by which you must solve these problems to avoid a larger crisis? What would that crisis look like if you failed?*

# Solution Mapping

|  |  |  |  |
| --- | --- | --- | --- |
| *Solution* | *Pros* | *Cons* | *Cost* |
| *List possible solutions based on the previous section.* | *For each one list the advantage(s).* | *For each one list the disadvantage(s).* | *For each one estimate how much it will cost if applicable.* |
| *List as many possible solutions as you can. Collaborate with your team for more ideas.* |  |  |  |

# Chosen Path

*Settle on a final solution from the previous section after weighing the pros and cons and deciding on what works best for this problem. State your reasoning if this is a document that needs to be approved or will be seen by other stakeholders in your business.*

|  |  |  |  |
| --- | --- | --- | --- |
| *Steps* | *Resources Required* | *Cost* | *Timeline/Deadline* |
| *List out all the steps you will need to successfully implement this solution.* | *List the resources you will need for this step.* | *Estimate the cost of completing this step if applicable.* | *Give a timeline or a deadline for when this step needs to be completed.* |

# Appendix

*Use this section to list any contact details or external links e.g. websites or articles that will be necessary for the implementation of this solution. Include descriptions/explanations where relevant.*