BRAINSTORMING

A free-form approach to generating a list of ideas.

RULES TO BRAINSTORMING

- **Freewheel.**
  Don't hold back on ideas.
  GET WILD!
- **Don't Evaluate.**
  Discussion comes later.
- **Piggyback off of others' ideas.**
- **Strive for Quantity.**

BRAINSTORMING PRACTICE

Recycled Toilets

Recently, the City of Albuquerque set up a program to help people replace their high flow toilets with low flow toilets. This program has left the city with a large supply of old toilets. Your job is to come up with recycling ideas that will keep these toilets out of the landfill.

PROBLEM SOLVING

HOW TO APPROACH A SOLUTION TO THE PROBLEM

Use good problem solving skills

- **Brainstorm**
- **Develop a Cause and Effect Diagram**
- **Prioritize possible causes**
- **Identify 3 - 5 major causes to the problem**
- **Identify people to work toward solutions the major causes.**

PROBLEM SOLVING

Six Step Approach

Identify and define the problem. If a difference exists between a standard and a performance, then a problem exists.	At this point you are looking for symptoms, evidence that a problem exists, not causes. In identifying the problem look at what IS and what IS NOT.
Identify possible causes Brainstorm for all of the possible causes to the problem identified.	Answer these four questions: What is the deviation? Where is the deviation occurring? When did the deviation occur? What is the extent of the deviation?
Develop solutions Develop a strategy / game plan for approaching the solution to the problem.	There is usually more than one way to solve a problem; all possibilities should be considered. Plan before acting.
Select the best solution Prioritize the possible solutions.	Priorities can based on what can be eliminated easily or solved easily. The potential costs of the solution should be weighed against the potential rewards.
Implement the solution Take action on the selected solution.	Develop an action plan that details the steps needed to implement your solution and the resources needed to do it - then DO IT.
Verify the solution The problem is not solved until what is actually happening is the same as what should be happening.	Always evaluate the situation to ensure that the action taken was effective. Evaluate to confirm that the problem no longer exists.