

The MOST Tool

Use this worksheet to begin assembling the building blocks of your problem statement. First, download and save the worksheet. Then, think about an existing process in your role, department, or organization that has a recurring problem. Begin to record your responses in the spaces provided.

There will be some responses that will require further research and more exploration; the Lean Six Sigma Yellow Belt program will help you achieve this.

Building Blocks	Response
1. Identify the customer:	
Are they internal employees or external customers?	
What are the customer needs?	
Is there something customers would value, that you are not currently providing?	
What are the procedures employees follow to complete an internal process?	
What steps does an external customer go through to receive value from your organization?	
Are there any pain points along the way, and what impact do these have on customers?	

2. Identify the problem that needs to be solved or improved:	
Where in the process does the issue appear, and what can you observe about it?	
Is the problem measurable, and how can you quantify it?	
How much is the issue costing your organization?	
What are the consequences if the process remains unchanged?	
What are the benefits to the organization and/or to customers if the process is fixed?	
3. Reflect on the amount of time the problem has been occurring:	
When did the problem start?	
Has the issue evolved or grown larger over time; if so, how?	
Create Your Problem Statement	
<p>Now you can articulate a problem statement that encompasses all of the elements you've noted. Keep in mind the following as you write your problem statement:</p> <ul style="list-style-type: none"> ▪ Measurable: Is the program measurable, and how can you quantify it? ▪ Observable: What is the current baseline today of the above metric? ▪ Specific: What are the consequences if the process remains unchanged? ▪ Timely: When did the problem start? 	