

Problem Statement Worksheet	
Information About the Problem	
What part, product, process or service is involved?	
Explain the Problem(s):	
When in the life cycle of the product or service was the problem detected? For example, was it found at the beginning, at final inspection or by the end-user?	
What percentage of the items has this problem affected?	
Is – Is Not Evaluation	
What Happened?	What Could of Happened But Didn't?
When Does It Occur?	When Doesn't It Occur?
Who has it happened to?	Who hasn't it happened to, but could?
Outcomes	
What outcomes does the customer or team expect?	
If you can't answer a question, you're not ready to move forward. Don't guess at the answers.	