everyone who wished to present a problem to me first a memo answering these four questions

- 1: What's the problem?
- 2: What's the cause of the problem?
- 3: What are all possible solutions to the problem?
- 4: Which solution do you suggest?

Problem definition

- (1) What is the problem
  - .....
  - .....
  - .....
  - sMarT
  - What is the problem context
  - What changed recently
- (2) Scope definition
  - symptons
  - history
  - visgraad
  - bevindingen / findings
  - facts
- (3) What is the downside?
  - Euro's
- (4) Dependencies / relations
- (5) What has been done to solve the issue
- (6) WHO is involved?
  - Who initiated?
  - Who owns the problem?
  - Who is responsible?
  - Who is not sleeping?
- (7) What aspects are important?
  - Systems / technical
  - Structure / organizational
  - Skills / peole
  - Strategy
  - Surroundings
- (8) Requirements / criteria
- (9) My opinion
- (10) Decisions to be maded
  - Choice / direction
    - HOW
    - WHEN
    - WHO
  - Advize
- (11) What are scenario's?
  - alternatives
  - 6 hat thinking
  - Solutions
- (12) Actions to be taken
- (13) Plan (from .. to ...)

Legenda

- Martin van Vuure
- Problem definition.mmap
- Toe toevoegen zaken
  - Messy situations / wicked problems