



## Problem Solving Survey

This tool can be used to evaluate your organization's problem solving system. The survey can be administered to any employee to gain an overall understanding of perceptions regarding this key process within your business. Continual improvement of the problem solving process can be measured based on conglomerate results of this survey, (can be re-administered repeatedly to evaluate progress). Each response scored 3 or 5 should have related evidence indicated to support.

Scoring: 1 = no evidence currently exists to demonstrate this

3 = evidence exists to demonstrate this, but improvement potential exists

5 = this aspect of our problem solving system is "world class", (i.e. would want others to benchmark ours)

NA = not applicable; unable to respond

### Culture:

	Question	Score	Evidence/Observations
1	Is problem solving viewed as a value-added process in your organization?		
2	Are problem solving behaviors/expectations defined and communicated?		
3	Are resources, (e.g. time), allocated specifically in support of problem solving?		
4	Is problem solving used throughout the organization in all areas and at all levels?		
5	Are the top 3-5 problem solving efforts known by all employees throughout the organization?		



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## Process:

	Question	Score	Evidence/Observations
6	Is the organization's problem solving process defined and documented?		
7	Is the problem solving process team-oriented?		
8	Does the problem solving process rely on data collection and analysis in all stages for investigation, decision-making and actions?		
9	Is ownership defined for management of the problem solving process?		
10	Does management establish goals for problem solving efforts which support organizational objectives?		

## Implementation:

11	Is training provided for all employees at all levels involved in problem solving re: problem solving process, methods and tools?		
12	Have specific criteria been established for determining when to apply the problem solving process?		



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13	Does management systematically review and prioritize issues for the application of problem solving?		
14	Are problem solving tools applied appropriately in support of data collection, analysis, decision-making, etc.?		
15	Is the problem solving process applied for product, process and system issues?		

### Effectiveness:

16	Does management systematically review progress and results of problem solving efforts?		
17	Are results of problem solving efforts independently verified for effectiveness?		
18	Are the results of problem solving efforts applied throughout the organization?		
19	Are the results of problem solving efforts recorded and maintained for future reference and as a basis for lessons learned?		
20	Is the problem solving process periodically reviewed for its adequacy and effectiveness?		



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**Additional Comments/Observations re: your organization's Problem Solving process:**