

## Problem Solving Work Sheet

<b>5W2H Problem Solving Work Sheet</b>			
QUESTION	FOCUS	STATEMENT	COUNTERSTATEMENT
<b>WHAT?</b>	General Subject	What is being done? Can it be Eliminated?	<b>Eliminate unnecessary tasks and materials</b>
<b>WHY?</b>	Purpose	Why is this step necessary? Clarify the purpose.	
<b>WHERE?</b>	Location	Where is it being done? Does it have to be done there?	<b>Change sequence of combination</b>
<b>WHEN?</b>	Sequence	When is the best time to do it? Does it have to be done then?	
<b>WHO?</b>	People	Who is doing it? Should someone else do it? Why am I doing it?	
<b>HOW?</b>	Method	How is it being done? Is this the best method? Is there some other way?	<b>Simplify the task</b>
<b>HOW MUCH?</b>	Cost	How much does it cost now? What will be the cost after improvement?	<b>Select a better, less costly method</b>

THOUGHT STARTERS: When you are stuck for waste prevention ideas, asking the five W's and two H's can reveal possibilities. From *The Idea Book: Improvement Through TEI (Total Employment Involvement)* edited by the Japan Human Relations Association.