

Problem Profile - Question Guidelines

Effect Present	Effect Absent <i>(but could logically have been present)</i>
<p>What:</p> <p>What object or situation has the defect?</p> <p>What is the defect?</p>	<p>What similar object(s) or situation(s) could have had the defect but have not?</p> <p>What other similar defect(s) on the defective object could have been observed, but were not?</p>
<p>Where:</p> <p>Where specifically on the object or in the situation do you see the defect?</p> <p>Where geographically, is the defective object observed? <i>(eg. Macro: Britain vs USA, Micro: Line A vs Line B?)</i></p>	<p>Where else on the object or in the situation could you have observed the defect but did not?</p> <p>Where else geographically, could you have observed the defective object, but did not?</p>
<p>When:</p> <p>When in time, was the defect first observed?</p> <p>When, since the first observation, has the defect recurred? <i>(ie. What is the pattern in time, eg. in batches, at regular intervals?)</i></p> <p>When is the defect seen in the sequence of the process?</p> <p>When is the defect seen in the operating cycle of the object? <i>(eg. toothpaste pump trigger sticks only on closing?)</i></p> <p>When is the defect seen in the life cycle of the object? <i>(eg. after 3 months or 100 repeat uses?)</i></p>	<p>When in time could the defect have been first observed, but was not?</p> <p>What other time pattern of occurrence of the defect could you have observed, but did not?</p> <p>When else in the process sequence might you have observed the defect, but did not?</p> <p>When else in the operating cycle might you have observed the defect, but did not?</p> <p>When else in the life cycle might you have observed the defect, but did not?</p>
<p>How Big:</p> <p>How many objects have the defect? <i>(eg. no. of parts / batches)</i></p> <p>How much or how many defect(s) per object? <i>(eg. an average of Xoz underweight)</i></p> <p>How has the quantity trend developed since first observation and what is it now? <i>(Stable, erratic, getting better / worse)</i></p>	<p>How many in total and how few objects could have been affected by the defect but were not?</p> <p>How much or how many defect(s) per object could have been observed but were not?</p> <p>How else could the quantity trend have developed and did not. What else could it be now and is not?</p>