

Diagnosis and Classification

Step 1: Scenario/Issue/Event _____

Step 2: What is the gap? Describe the difference between what did or does happen in this scenario/issue/event and what should happen. This is the gap.	Step 3: Why does the gap exist? Here, list reasons why the gap <i>might</i> exist. Write each reason on a separate line. Specifically, think about the context in which the work is done and describe the issues that might prevent what should happen from happening.	Step 4: “Big 3” Classification (execution error, planning error, violation)
	1.	
	2.	
	3.	
	4.	
	5.	
	6.	
	7.	
	8.	
	9.	
	10.	

Finding Possible Solutions

Scenario/Issue/Event _____

Step 5: Choose Reasons for the Gap. Determine the most likely 1-3 reasons for the gap (from Step 3). You can just list the corresponding number.	Step 6: “Big 3” Classification Here, write the “Big 3” classification (from Step 4) that corresponds to the reason for the gap you chose.	Step 7: Possible Solutions Here, write possible solutions for each “Big 3” classification.