

Problem Solving Canvas

Name: _____ Date: _____

WHAT IS THE PROBLEM?

List your problem using the format:

The: Describe the challenge you are experiencing

Is stopping: Who is being impacted?

From achieving: What is not being done?

WHERE DOES THE PROBLEM SIT?

Mark where on the 'tree' your problem sits, and write any details for the symptoms, true problems, or root causes

Apparent Problem

Symptoms you can see, behaviours observed, reactions occurring

True Problem

Trigger for the issue, spark point, process failures

Root Causes

Environment that creates the issue repeatedly



ACTIONS TO BE TAKEN

List the actions that can be taken to mitigate the problem or symptoms.

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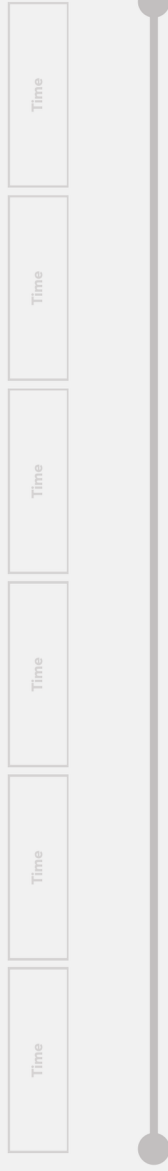
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TIMELINE FOR ACTIONS

Create a timeline for your actions by 1) Assigning a time scale and 2) Putting actions on the timeline.



WHO IS IMPACTED?

List the stakeholders or teams that experience the problem or its impacts

WHEN DOES IT OCCUR?

Does it occur at a certain time, during an event, date, process, etc.?

FEEDBACK LOOPS

What feedback loops will you need to track the timeline, metrics, and whether the solution is working?

METRICS

Capture details for the metrics you will use to determine whether the actions are working. Circle the trend arrow.

Metric Name	Metric Name	Metric Name	Metric Name	Metric Name	Metric Name
Baseline	Baseline	Baseline	Baseline	Baseline	Baseline
Tracking	Tracking	Tracking	Tracking	Tracking	Tracking

Idea Name:

Date:

PROBLEM

List your top 1-3 problems you are trying to solve.

SOLUTION

Outline a possible solution for the problems.

UNIQUE VALE PROP

Single, clear, compelling message that states why your solution is different and worth doing.

UNFAIR ADVANTAGE

What is something you have that cannot be bought or copied?

STAKEHOLDERS

List your stakeholders, including your customers and users.

KEY METRICS

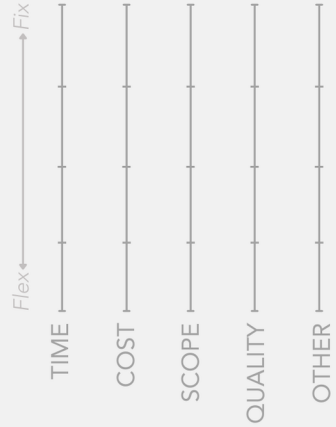
List the key numbers that inform your solution and success measures.

HIGH LEVEL DESIGN

What will the solution look like?
What components make it up?

VALUE SLIDERS

How will you make decisions and tradeoffs?



EXISTING ALTERNATIVES

List how these problems are solved today.

COST STRUCTURE

What fixed and variable costs do you have?

BUSINESS BENEFITS

What are the benefits you hope to achieve with your solution?

Risk Name:

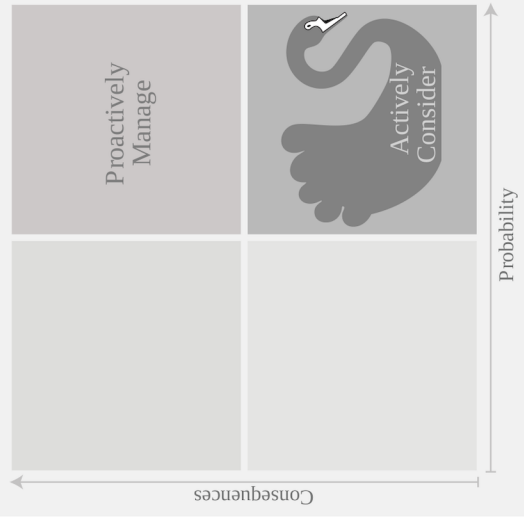
Date:

RISK DESCRIPTION

Describe the risk in 2-3 sentences.

RISK APPROACH

Identify the current situation and treatment options.



PROBLEMS

List the problems that will result if the risk is realised.

Immediate

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.

STAKEHOLDERS

Who is being impacted?
Where? When? How?

DECISION STRUCTURE

What decisions need to be made? Who are the decision-makers?

Decision

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

Made By

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

COMMUNICATION

What are the key messages to be sent?
Who will they be sent to?
Who will send them? When?

CRISIS DESCRIPTION

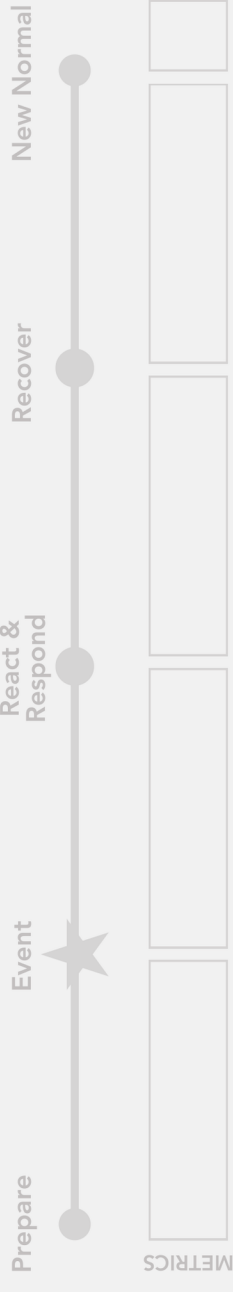
Describe the crisis in 2-3 sentences.

COMMUNICATIONS

What will the key message be to your stakeholders, and who will deliver them? How will you own the narrative and respond to questions?

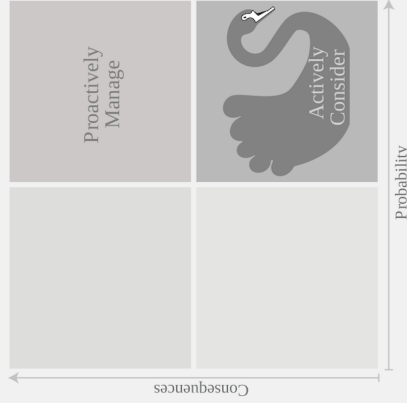
CRISIS TIMELINE

What will the timeline look like for what you will face? Add details to the timeline for the actions you will take. Capture the metrics you will monitor to know when to move to the next stage.



DISASTER TYPE

How likely is it? How serious is the impact?



Escalation Criteria

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STAKEHOLDERS

Who is being impacted?
Where? When? How?

PROBLEMS

List the problems that will result.

Immediate

1.
2.
3.
4.
5.

Long Term

1.
2.
3.
4.
5.

DECISION CASCADE

Tick the possible impacts across the timeline of the crisis and add details.

- ☐ Loss of People
- ☐ Loss of plant/facilities
- ☐ Loss of product
- ☐ Loss of cash flow
- ☐ Loss of reputation
- ☐ Loss of supply chain
- ☐ Other

DECISION STRUCTURE

What decisions will you face? Who will be the primary decision maker, and who will be their alternate?



Crisis Name:

Date:

CRISIS DESCRIPTION

Describe the crisis in 2-3 sentences.

DECISION STRUCTURE

What decisions have been made so far? What decisions are still to come?
Who made them or needs to make them?

Decision		Made By	
1.		1.	
2.		2.	
3.		3.	
4.		4.	
5.		5.	
6.		6.	
7.		7.	
8.		8.	
9.		9.	
10.		10.	
11.		11.	
12.		12.	

COMMUNICATIONS

What will the key message be to your stakeholders, and who will deliver them? How will you own the narrative and respond to questions?

Message

Delivered By

Media

- ☐ Social Media
- ☐ TV
- ☐ Radio

☐ Print

☐ Website

☐ Press Release

☐ Interview

☐ Live Stream

☐ Other?

☐ Hourly

☐ 1/2 Day

☐ Daily

☐ Weekly

Frequency

Message

Delivered By

Media

- ☐ Social Media
- ☐ TV
- ☐ Radio

☐ Print

☐ Website

☐ Press Release

☐ Interview

☐ Live Stream

☐ Other?

☐ Hourly

☐ 1/2 Day

☐ Daily

☐ Weekly

CRISIS TIMELINE

What is the timeline for what you're facing? Add details for the actions you have taken thus far and need to take in the future. Capture the metrics you will monitor to know when to shift to the next stage.

