**Employee Engagement Problem Solving Guide for *Customer Feedback* – Problem-solving Worksheet** Revised 1/23/15

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| **ISSUE** – Which part of employees’ experience are we talking about and why? |
| **Nature of problem (gap) and why it matters:**Percent of employees who say we use customer feedback to improve work processes:  | Goal/target:  | Gap:  |
| We need to close this gap now because  |
| **ASK** – What do we know now, and how will we narrow our focus to learn deeply about the problem? |
| **Actions taken so far and their impact on the problem:** |
| **Where in the agency to focus this problem-solving effort:** |
| **OBSERVE** – What is actually happening? What are employees experiencing that leads to the problem? (Use [Customer Feedback Observe Tool](file:///%5C%5Cstage-pub%5CDavWWWRoot%5CSiteCollectionDocuments%5CWorkforceData%5CEmployeeEngagementProblemSolvingGuide%5CEmployee_Engagement_Problem_Solving_Customer_Feedback_Observe_Tool.docx) for this step) |
| **Summary of current situation:** |
| **ANALYZE** – What is the root cause of the specific problem that you can impact in your role? |
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| **Specific problem that prevents us from using customer feedback to improve work process:****Ask why this is happening until we get to root cause.**

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| **Why?** Go see & confirm |  | **Why?** Go see & confirm |  | **Why?** Go see & confirm |  | **Why?** Go see & confirm |  | **Why?** Go see & confirm |
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| **EXPERIMENT:** What will we try to solve the problem? (See what other agencies have tried in the Experiment Menu) |
| **Objective:**  |
| **Hypothesis:** |
| **Measures:** |
| **Plan to address the root cause and achieve the objective:**

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| **Action** | **Who** | **When** |
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| **Do and then Check:**Conduct the experiment and compare the results (new state) to the original state from the Observe step.

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| **Next State** | **Next State** |
| Check Date:  | Check Date:  |
| Measure, Goal, & Results:  | Measure, Goal, & Results:  |
| Objective Achieved? Yes [ ]  No [ ]  | Objective Achieved? Yes [ ]  No [ ]  |
| Key Learning:  | Key Learning:  |

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| **Act/Adjust:** |