**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:///\\stage-pub\DavWWWRoot\SiteCollectionDocuments\WorkforceData\EmployeeEngagementProblemSolvingGuide\Employee_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? | | |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Specific problem that prevents us from using customer feedback to improve work process:**    **Ask why this is happening until we get to root cause.**   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Why?** Go see & confirm |  | **Why?** Go see & confirm |  | **Why?** Go see & confirm |  | **Why?** Go see & confirm |  | **Why?** Go see & confirm | |  |  |  |  |  |  |  |  |  | | | | |
| **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:**   |  |  |  | | --- | --- | --- | | **Action** | **Who** | **When** | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | | | |
| **Do and then Check:**  Conduct the experiment and compare the results (new state) to the original state from the Observe step.   |  |  | | --- | --- | | **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: | | | |
| **Act/Adjust:** | | |