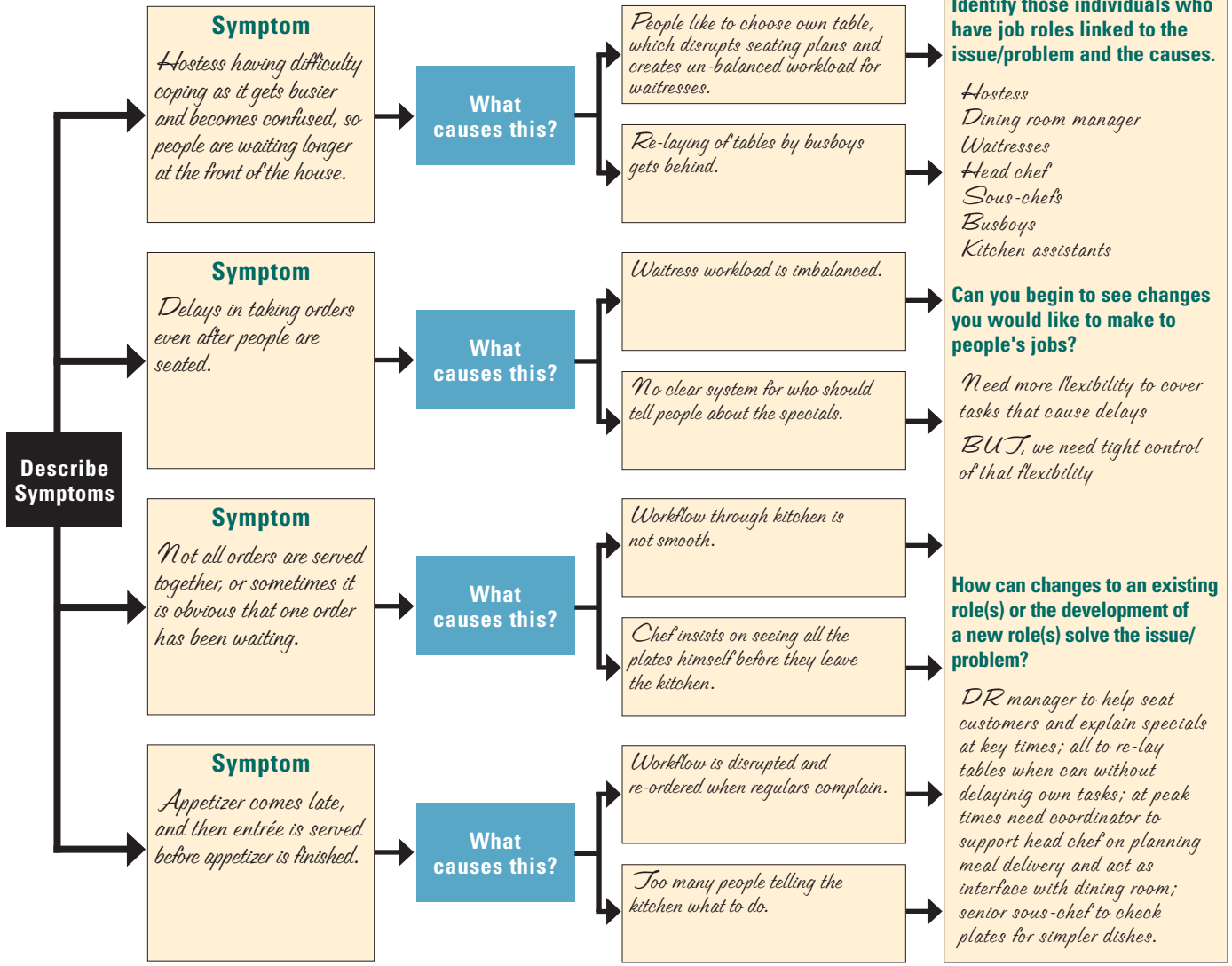
Step 3 DIAGNOSE THE CURRENT PROBLEM

PROBLEM MAPPING EXAMPLE: Waiting Time at The Purple Tomato Restaurant

You may find it easier to complete this using Post-its® on a sheet of flip chart paper.

Describe the main problem you wish to resolve.

Customers are sometimes waiting an hour for a table; although they say the food is good, regulars are beginning to go elsewhere.



Adapted from a tool developed as part of the English National Health Service's Changing Workforce Programme