

Creating a Realitychart

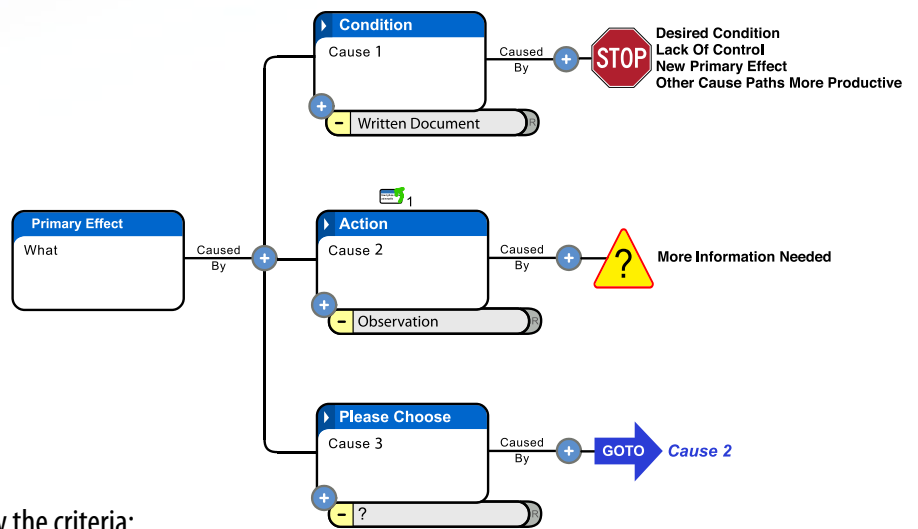
Step 1: Define the Problem

- What – The Primary Effect...
- When – Chronological and Relative...
- Where – Specific and Relative...
- Significance – Actual and Potential impact on goals, Frequency of occurrence...

Step 2: Create a Realitychart*

1. For each effect ask, "Caused by what?"
2. Look for causes in actions and conditions.
3. Connect all causes on the workspace.
4. Support all causes with evidence.
5. End each cause path with a reason for stopping, feedback loop, or action item to obtain the information needed.

*The problem solving process is iterative and each Realitychart will be visited several times before completion.



Step 3: Identify Effective Solutions

Challenge the causes and offer solutions that satisfy the criteria:

1. Prevent or greatly reduce the risk of recurrence.
2. Not cause other unacceptable problems.
3. Be within your control.
4. Meet your goals and objectives.

Step 4: Prepare Incident Report

Assign team members to implement the best solutions.
Summarize the RealityCharting® analysis.

Step 5: Finalize the Report

Address remaining rule violations and ensure the Incident Report has been completed.

Problem Solving with RealityCharting®

Analysis Trigger

Gather Data - Synergize with Others

Gather Data

Data Gathering

- Brainstorm Feature
- Holding Area for First-Look Causes

Define the Problem

Write it Down

- What
- When
- Where
- Significance

Create a Realitychart

Analysis

- Automatic Starting Point
- Node Menu
- Simple Branched Charting
- Drag & Drop
- Copy & Paste
- Feedback Loops – GO TO Causes
- Endless Workspace
- Chart Navigation
- OR Logic
- Holding Area
- Notes & References
- Evidence
- Track Changes
- Hide/Show Causes

Sharing Information

- e-Mail Files
- PDF Creation
- Export
- Import
- Page Layout Views
- Dashboard

Guidance

- Wizard
- Rules Check
- Advanced Rules
- Advanced Evidence
- Action Item Report
- Find Causal Elements

Identify Solutions

Solutions

- Solution Generation
- Possible Solution Report & Criteria Check
- Solution Assessment Report

Verify Solution Success

Implement Solutions Reporting

- Standard Report Formatting
- Automatic Report Generation