



Operations Management 202

Exercise - Problem Management

Identify someone to document the team findings and be ready to share with the larger group.

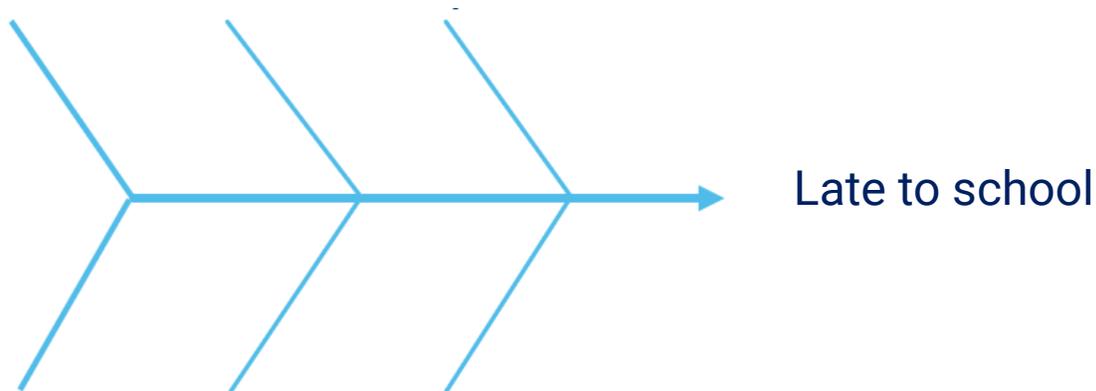
Scenario

You get a report from your teen-age son's school that he has been late to school 10 times in the last 30 days. While you were aware of some very busy and rushed mornings, you were not aware of this information and you're not sure what is exactly the problem. When you talk with your son, you make it clear that he must be on time for school and would like to work with him on how to ensure he's not late again.

As you problem solve this situation, a few other pieces of information that may be helpful to think about:

- There is only 1 bathroom for 3 children getting ready for school that day.
- Your son takes the bus, but if he misses the bus, he's able to walk to school.
- Your son is responsible for making his own lunch each morning, which sometimes he forgets to do until the last minute.
- As you try to teach him responsibility, your son has set an alarm and is responsible for getting up each morning by himself. He is sometimes hitting the 'snooze' button, which then rushes the morning process.
- Your son stays up much too late, mostly playing video games and sometimes doing some late-night studying.
- Your son's school locker is far away from his first class.
- Your son is very social, and you know he is perhaps hanging out with friends on the way or before school starts.

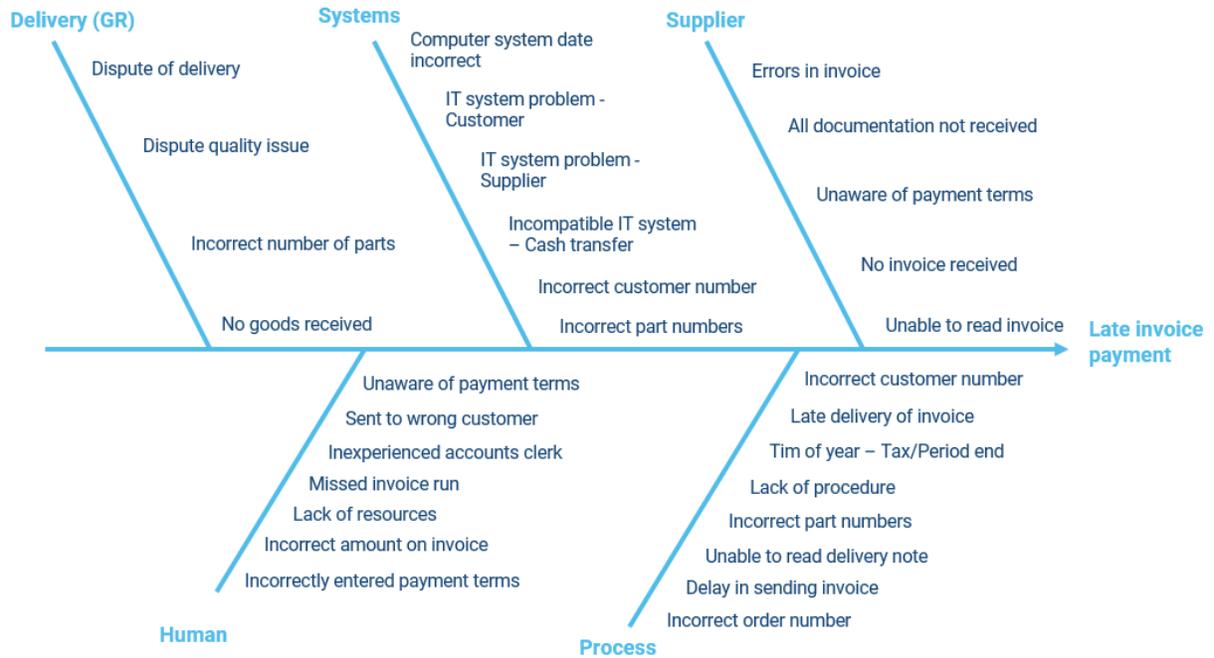
ACTION #1 – Fish-bone Diagram: Create a fish-bone diagram (minimally capture in list form) to show the possible main categories (and any sub-elements) of causes for your son being late to school. Use the above information and feel free to identify other causes (that you may be thinking of that could be happening) in this case.



ACTION #2 – Pareto Chart: While not having the actual data to create a chart, select one area that you will focus on (i.e. the one that would be having the greatest occurrences/impact).

ACTION #3 – Why Analysis: For the area you're focusing on, move through a possible 'why analysis' (5 Why's) for that particular symptom, and work to identify a possible 'root cause'. It may be helpful to have someone play the role of the 'son' in this particular analysis, answering your 'Why' questions.

Fish-bone Example



5 Why Analysis Example

