



# What's Your Problem? Identifying and Solving the Five Types of Process Problems

*Kicab Castaneda-Mendez*

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Typically, root cause analysis is taught by explaining a variety of tools that require users to gain considerable experience before being able to apply them correctly in the proper settings. **What's Your Problem? Identifying and Solving the Five Types of Process Problems** simplifies process problem solving and outlines specific techniques to help you identify the various types of process problems and solve them effectively and efficiently.

Arguing that there are only five types of process problems, the book explains that the Six Sigma methodology—define, measure, analyze, improve, control (DMAIC)—can be vastly simplified for learning, applying, teaching, and mentoring. It identifies the five types of process problems and describes how to solve them using a three-step procedure:

- Identify the type of problem
- Find the root cause
- Address the root cause

Describing how to maximize ROI for Lean Six Sigma initiatives, the book:

- Facilitates the application of Lean and Six Sigma principles to both self-learning and teaching others process improvement
- Presents time-tested methods to help you reduce start-to-finish improvement/project times
- Identifies techniques that can shorten the time it takes to complete projects, reduce documentation of projects, and increase overall understanding of your projects

Outlining proven approaches for seamlessly integrating Lean and Six Sigma methodologies with learning and teaching process improvement, the book will help to improve your courses so that participants acquire essential skills quicker and at lower costs. For the self-initiated, this book will get you identifying and solving the two most common process problems within hours, rather than days or weeks.

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