



# **ACTIVITY SOLUTION: EVALUATE YOUR PROBLEM STATEMENT**



# ACTIVITY 01 (EVALUATE YOUR PROBLEM STATEMENT)

In the last 12 weeks, our call handle time is high, it is 592 seconds against the target of 350 seconds. **This is primarily due to system issues. Our systems are operating very slow.** Not meeting the target of 350 seconds leads us to pay a penalty of USD 500K to our clients. It also impacts our credibility as a reputed business process outsourcing provider.

Write your answer here:

This is a "Poor" example of a problem statement because:

- The statement "This is primarily due to system issues. Our systems are operating very slow" is a cause OR a blame. A problem statement should not have a Cause OR a Blame described in it.

The correct problem statement will be (without the cause): *"In the last 12 weeks, our call handle time is high, it is 592 seconds against the target of 350 seconds. Not meeting the target of 350 seconds leads us to pay a penalty of USD 500K to our clients. It also impacts our credibility as a reputed business process outsourcing provider."*

## ACTIVITY 02 (EVALUATE YOUR PROBLEM STATEMENT)

In the past 15 weeks, over 90% of employees working at Matrix Corp. are arriving late to work. The scheduled work hours are from 9:00 am to 5:30 pm, however, employees are late by over 2 to 3 hours on an average each day. This slashes their productivity by 48% and negatively impacts their morale. This also has a major impact on the customers of Matrix Corp as they are unable to meet customer demands.

Write your answer here:

This is a "Good" example of a problem statement:

- It has clearly defined "What", "When/Where", "Magnitude" and "Consequence"
- It does not have a cause or a solution in the statement