



# CREATING A PROBLEM STATEMENT

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# WRITING YOUR OWN PROBLEM STATEMENT

- Where did the problem occur?
- When did the problem occur?
- What process did the problem involve?
- How is the problem measured ?
- How much is the problem costing (in money, time, customer satisfaction, or another critical metric?)





# PROBLEM STATEMENT

A call in KGISL Tech Park, Sarvanampati Handled 36,000 calls in Month of September 2019. Over those calls 8,000 calls had an average speed of answer(ASA) over the contract required 15 seconds. Those 8,000 service-level-agreement violations resulted in cost of Rs. 200,000





# PROBLEM STATEMENT- ANSWERS

- Where did the problem occur? **KGISL Tech Park, Coimbatore**
- When did the problem occur? **September 2019**
- What process did the problem involve? **Answering Phone Calls**
- How is the problem measured ? **Average Speed of Answer(ASA)**
- How much is the problem costing (in money, time, customer satisfaction, or another critical metric? **Rs.200,000 per month**





# ACTIVITY

A problem definition should include

- A control chart
- Names of members of the team
- What the problem is and what it is not
- Who was operating the machine that day
- Ideas to solve the problem



# PROBLEM STATEMENT LEAD TO OBJECTIVE STATEMENTS/GOALS

- The goal is to reduce answer speed SLA violations in the KGISL Call

Center by 50 Percent within three months

- The potential Saving will be Rs.100,000 per month





**THANK YOU**