



KEY HIGHLIGHTS

FLY: Problem Solving

Resource person: Uma Oza, with Anurima Chatterjee | Uma Oza is Director, Quality at the Competitiveness Mindset Institute (CMI); Anurima Chatterjee is listed by CMI among its trainers and facilitators.

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- 01 A quick workaround may help in a crisis. A lasting solution addresses the cause.
- 02 In Five Whys, each answer becomes the subject of the next question.
- 03 Five is a guide. Stop at a cause that is credible, specific and possible to act on.
- 04 Check apparent resistance for practical barriers, as the expense-system example does.
- 05 Ask what teaching conditions sit behind absenteeism before blaming students.
- 06 Check assumptions, allow for several causes and test the intervention.
- 07 Root-cause analysis becomes actionable when somebody takes responsibility for the next step.