WORKSHEET + WORKED EXAMPLE

# Which Problem Should We Tackle First?

A ranked picture of the friction, with a first area to investigate-not someone to blame.

10-15 minutes | Pareto chart

## Use it in three moves

1. Choose one time window and one unit. Use non-overlapping categories so the same event is not counted twice.

2. Enter all categories, including the small ones. The chart sorts them and calculates each share.

3. Frequency is not severity. Check rare but serious problems separately; the data need not follow an 80/20 pattern.

### What period and source does this cover?

### What are you measuring?

Keep the same unit for every row. Choose: Occurrences / Minutes / Hours

# Which Problem Should We Tackle First?

YOUR WORKING NOTES / CONTINUED

## Which low-frequency issue still needs attention?

A rare failure can matter more than a frequent inconvenience.

## Where will you investigate first, with whom?

Choose a question about causes rather than jumping straight to a fix.

## When will you compare a new sample?

Use a comparable time window and record any changes in volume.

# One item at a time

Copy this page for additional items. Use one row, option, task, or possibility per copy. The web tool handles calculations and comparisons where included.

### Category

### Amount

A count or time in the unit selected above.

### Evidence or caveat

## A question for me

What does this measure leave out that still deserves care?

# See one way through

FICTIONAL WORKED EXAMPLE / NOT THE ANSWER TO YOUR SITUATION

### What period and source does this cover?

Thirty routine requests needing extra help over ten working days; triage log.

### What are you measuring?

Occurrences

### Which low-frequency issue still needs attention?

The access problem that prevented someone from starting work needs attention even though the category is smaller.

### Where will you investigate first, with whom?

Ask three requesters and the triage team which details are unclear and why.

### When will you compare a new sample?

Use the next ten working days, keeping total request volume alongside the category counts.

## Example item 1

Category: Missing request details

Amount: 18

Evidence or caveat: Triage log, ten working days.

## Example item 2

Category: Approval unclear

Amount: 9

Evidence or caveat: Counted once per request.

## Example item 3

Category: Access problem

Amount: 3

Evidence or caveat: One case prevented a colleague from starting work.

## The thinking behind it

What gets measured can quietly become what gets protected. Keep the people behind the categories visible, especially when a small count hides a large human consequence.

A Pareto chart ranks categories by a measured amount and can show their cumulative share. ASQ describes frequency, time, and cost as possible measures. The familiar 80/20 shorthand is not a result to assume: this chart uses the proportions in your data.

ASQ: Pareto chart

Read Your Company's God is Showing by Nic Payne