

STEP 2: INCIDENT DETAIL {Intuitive Approach}



IS

1. What is the thing you are having a problem with?
2. What is wrong with the object? (Fault)
3. Which users are having this problem?
4. Geographically where are the users when the fault is noticed?
5. Where is the fault located on the object?
6. At what time and date was the fault first noticed?
7. What is the pattern of occurrences?
8. In which phase of the operation was the fault first noticed?
9. What was the user doing when the fault was noticed?
- 10 What is unique about the fault and not recorded yet?

BUT NOT

1. What other similar objects could have the same fault but does not?
2. What other similar faults could be observed with this object, but is not?
3. Which users could be experiencing the same fault, but do not?
4. Geographically, where else could users have experienced this fault but they do not?
5. Where else could the fault be located on the object, but is not?
6. When could the fault have been noticed first, but was not?
7. What could the pattern of occurrences be, but is not?
8. In which phase of the operation could you have first noticed the fault, but you did not?
9. What could the user have been doing or busy with when the fault was noticed, but was not?
- 10 What uniqueness could it have been, but is not?

WHY (NOT)

1. Why do we have a problem with this specific object and not with the others?
2. Why do we have this specific fault and not the other similar faults?
3. Why are these users having the problem and the other users not?
4. Why do we have the problem at this location and not the other locations?
5. Why is the fault located at that place and not at any other place on the object?
6. Why did the problem occur at this specific time and not at any other time?
7. Why this pattern and not any of the other patterns?
8. Why was the fault noticed at this phase of the operation and not at any other phase in the operation?
9. Why is the fault noticed at this stage of the operation and not at any other stage of the same operation?
- 10 Why this uniqueness? or What could explain this uniqueness?