

Six questions before you prescribe anything.

Each answer points to a different kind of fix.

01 KNOWLEDGE + SKILL

Could people do it correctly if everything else worked?

02 TOOLS + ACCESS

Do the tools support the task?

03 WORKFLOW

Does the workflow make the right way the easy way?

04 OWNERSHIP + DECISION RIGHTS

Is it clear who owns the outcome and who is expected to decide?

05 INCENTIVES

What are people actually rewarded for?

06 SUPPORT + REINFORCEMENT

What happens after the first attempt?

More than one answer may be true.

Diagnose the combination before you fund the response.