Here are my notes on the questions for Problem Solving inspired by and based on Kepner-Tregoe®
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This problem solving method divides questions into several sections.
What - Where - When - Extent
Additionally these questions are divided into “Is” and “Is not but could be”.
The discovery of these answers assists in solving problems.

State the problem we are trying to solve: Object & Deviation			
	What is...?	What is not but could have been?	Extra notes?
1. What Object? 2. What Deviation?			
3. Where Object? 4. Where Deviation?			
5. When Object? 6. When Since? 7. When Lifecycle?			
8. How many Object? 9. How many Deviation? 10. What size Deviation? 11. What trend Object? 12. What trend Deviation? 13. What growth rate Object? 14. What growth rate Deviation?			

Q.1 What object?
What specific thing has a problem?
What is the serie number?
What is the version of the object?
What is the service catalogue reference number?
What is the colour?
What is the size of the object?
What specific item isn’t doing what it should be doing?
What specific object or group of objects has the deviation?
What specific user is experiencing a problem?
What specific user account has a deviation?
What specific object is no longer at should?
What specific prototype is no longer performing as it should?
What specific test is no longer performing as it should?
What part of the system is the object?

Be specific as possible. Question to void.

Q.2 What Deviation?
What is the specific deviation.
How does the deviation Look? Feel? Taste? Smell? Hear?
How do you know there is a deviation? Error?
How do know the object is not working?
How would the deviation appear in a diagram?

Q.3 Where Object?
Where is the object geographically where the deviation is observed?
Where could someone observe the object with the deviation? List to void.

Q.4 Where Deviation?
Where is the deviation on the object?
What parts of the object are affected byt the deviation?
Where could someone observe the deviation on the object?

Q.5 When?
When did the deviation first occur?
When was the deviation first noticed?
When was the deviation first observed ... in clock time?
How long did the deviation last when observed?

Q.6 When since?
When since the first observation has the deviation been observed?
What pattern of the deviation has been observed?
How would the deviation be descibed: Periodic/Random/Continuous?
If periodic, how long time of the recurring deviations?
How long time-frame has the deviation been observed to indentify pattterns?

Q.7 When in the lifecycle?
When in the objects lifecycle was the deviation first observed?
When in the process of events is the deviation observed?
What is the object doing when the deviation is observed?
How long has the object been working before this deviation was first observed?
At what stage of assembly was the deviation first observed?
How old was the object before the deviation was first observed?
What steps occur right before the deviation is observed?
What events occur at the same timing of the deviation being observed?

Q.8 How many object?
How many objects have the deviation?

Q.9 How many deviations?
How many deviations have been observed on the object?
What percentage of the objects have the deviation?

Q.10 What size deviation?
What is the size of a single deviation?
What would be a description of the size of a deviation?

Q.11 What's the trend object?
What is the trend in the object with deviations? Increasing/Decreasing/Stable?
What is the trend in the number of occurences of the deviation?

Q.12 What's the trend deviation?
What is the trend in the size of the deviation?

Q.13 What's the growth rate object?
What is the trend in the number of objects affected by the problem?

Q.14 Whats the growth rate deviation?
What is the trend in the number of deviations on the object?