

Excerpts from RealityCharting® New One Day Certification Course Workbook  
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## Chapter 2: Problem Definition

# Exercise 2.3

## Understanding Problem Scoping



### Background:

Some students get into trouble with their first Realitycharts because they (or their managers) select a problem that is too widely scoped. When getting started in RealityCharting®, it's best to start with narrowly scoped problems. Here's an example:

Narrowly Scoped Problem: Bracket No. XYZ lost in assembly area 1

Widely Scoped Problem: Lots of parts lost all over the factory

If your manager gives you a widely scoped problem, find the most recent 1-2 specific examples (narrowly scoped problems) and use RealityCharting® to understand and solve these. Later, as your skills improve, you will better understand how to approach widely scoped problems.

### Instructions:

For each of the problems below, identify whether it is a widely scoped problem (collection of many similar problems or issues) or a tightly scoped problem (ideally, a single event or incident).

1. High rate of injuries in plant 3
2. John Doe fractured his leg in plant 3 on Monday
3. Software issues
4. Version 6.2 of the software crashed when the user installed a new printer driver
5. Too many audit findings in our last few audits
6. An external auditor found us using an obsolete document (non-compliance)
7. A customer's C-53 units are showing premature corrosion on several components
8. The spring in unit C-53, S/N 1005 was rusted where the paint was missing