

1. The first step in the process of identifying a problem is to recognize that a problem exists. This is often done by comparing current performance with a desired state or goal. If there is a significant difference, a problem is identified.

2. The second step is to define the problem. This involves identifying the specific aspects of the problem that need to be addressed. This can be done by asking questions such as "What is the problem?" and "What are the symptoms?"

3. The third step is to analyze the problem. This involves identifying the causes of the problem and the factors that contribute to it. This can be done by asking questions such as "What are the causes of the problem?" and "What are the contributing factors?"

4. The fourth step is to develop a solution. This involves identifying the actions that need to be taken to solve the problem. This can be done by asking questions such as "What actions need to be taken?" and "What resources are needed?"

5. The fifth step is to implement the solution. This involves putting the solution into action and monitoring its progress. This can be done by asking questions such as "What is the progress of the solution?" and "What are the results?"

6. The sixth step is to evaluate the solution. This involves assessing the effectiveness of the solution and determining whether it has solved the problem. This can be done by asking questions such as "Has the problem been solved?" and "What are the results?"

7. The seventh step is to document the solution. This involves recording the steps that were taken to solve the problem and the results that were achieved. This can be done by asking questions such as "What steps were taken?" and "What were the results?"

8. The eighth step is to communicate the solution. This involves sharing the solution with others who may be affected by it. This can be done by asking questions such as "Who needs to know about the solution?" and "How should the solution be communicated?"

9. The ninth step is to review the solution. This involves periodically reviewing the solution to ensure that it remains effective and relevant. This can be done by asking questions such as "Is the solution still effective?" and "Are there any changes needed?"

10. The tenth step is to improve the solution. This involves making changes to the solution to make it more effective and efficient. This can be done by asking questions such as "What changes can be made?" and "How can the solution be improved?"

Piero de Tiliatenco / *Piccolissimi Solidi*