



Solve the Right Problem

Despite your best attempts at determining why you need a consultant, the cause of the problem or the problem itself may be different from what you had anticipated. Be open to advice and suggestions, and at the same time be wary of a consultant who may try to sell you on a project that you really don't need.

Write out your problem statement and consider the following:

- What do you think you need to solve this problem?
- What do you want accomplished when the project is completed?
- What is your timeframe – do you have a firm completion date (end of fiscal year, end of grant award)?
- Who will be the main contact within your organization?
- Are there specific skills or certifications that are required (i.e. HIPPA, JD, CPA)?

The following root cause identification tools may be helpful:

[Cause & Effect Diagram](http://www.isixsigma.com/library/content/t000827.asp) (<http://www.isixsigma.com/library/content/t000827.asp>)

[The Five Whys](http://software.isixsigma.com/library/content/c020610a.asp) (<http://software.isixsigma.com/library/content/c020610a.asp>)

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