

5W1H Problem-Solving Template

Turn an unclear issue into a focused, fact-based problem statement.

PROBLEM / PROJECT

PREPARED BY

DATE

VERSION

WHAT?

What happened?

Notes / evidence

WHY?

Why might it be happening?

Notes / evidence

WHO?

Who is involved or affected?

Notes / evidence

WHERE?

Where does it occur?

Notes / evidence

WHEN?

When does it occur?

Notes / evidence

HOW?

How does it happen?

Notes / evidence

Problem Statement

Summarize the issue using the strongest facts captured above.