

# MUPS OVERVIEW: PROBLEM MANAGEMENT

WORKING DOCUMENTS	ACTIVITIES		AUXILIARY DOCUMENTS	NOTES
	NO	Description		
Inventory of negative states	1	Determine the area of problem management	-	Based on interests/needs, determine the area of activity in which problems will be continuously determined, solved and removed. Add/replace problem management areas as needed.
	2	Determination of negative states (problems): a) Make an initial inventory of negative states b) Continuously identify new negative states	Negative states tool: Explanation of components	Based on the definition of what a negative state (problem) is, determine all current negative states in a chosen area of problem management from point 1 ( <b>initial inventory of negative states</b> ). Every occurrence of a new problem should be entered in the working document "Inventory of negative states" ( <b>continuous inventory of negative conditions</b> ).
			Controller for determination of negative states	The key and mandatory elements of an action for which it is determined whether there are negative states are given. To determine negative states with us and with others involved in the area of problem management (item 1).
	3	Choosing CSF - currently the biggest problem	Methods of determining CSF	From the currently determined negative states in the working document "Inventory of negative states", choose the currently biggest problem - CSF. Move the CSF to the "Problem-Solving Overview" working document.
Problem-solving overview	4	Determine the cause of the problem	-	Determine why the problem occurred.
	5	Determine the consequences of not solving the problem	-	Determine all negative consequences if the problem is not eliminated.
	6	Choice of problem solutions	Possible MUE solution to the problem	From fourteen (14) possible solutions to any problem in the world, choose the optimal solution that will eliminate the problem.
	7	Determine the necessary activities to eliminate the problem	-	Determine the deadlines and executors of the necessary activities. The identified necessary activities are transferred to the working document " <b>MUI planner</b> " for implementation according to the established deadlines.
MUE planner	8	Carry out the necessary activities	-	Implementation of the necessary activities that will eliminate the problem are priority activities defined in point 7
	9	Control of the implementation of the necessary activities	-	It is mandatory to control the implementation of the necessary activities that will eliminate the problem. When the necessary activities are carried out without the negative states established in point 7, the problem is removed.
	10	Go to point 2b	-	This is the " <b>excellence loop</b> " - these are repetitive activities for each new CSF election, its resolution and removal.

Any average individual can become an expert in problem management if he works **EXACTLY** according to the given procedures:

1. Everything is unambiguously defined in advance as to what, how and when to act.
2. The necessary activities are completely simplified.
3. Help is available from the author of the problem management model.

