

RUA DA GLÓRIA

EMPIRE SWOOL

THE UNIVERSITY OF CHICAGO PRESS

1. **Identify the problem** (What is the issue? What are the symptoms? What is the context?)
 2. **Analyze the problem** (What are the causes? What are the effects? What are the stakeholders?)
 3. **Generate solutions** (What are the possible solutions? What are the pros and cons of each solution?)
 4. **Evaluate solutions** (Which solution is the best? Why? How can it be implemented?)
 5. **Implement the solution** (What steps are needed to implement the solution? Who is responsible for each step?)
 6. **Monitor and evaluate the solution** (How can the solution be monitored and evaluated? What are the key performance indicators?)