

Perception Builder

Work live on a physical or virtual whiteboard. Record on this sheet only if needed. Capture final highlights on the A3. Describe what is happening and do not include fixes or causes. One issue per sheet. Capture observable facts only.

Issue title

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Owner and context

Owner (Name)	Team or Area	Date

Tie to OPS method

Perception Builder supports preparation activities as well as establishing the Perception of the problem. It aligns the team on the Scope of the problem, aiding in keeping the team on track and on topic.

Go and See

Can we Go and See now? ☐ Yes ☐ No

If No, when and where scheduled

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Perception

Who is affected or involved?

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What is happening that should not be?

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Where is it happening?

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When does it occur?

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Why is this important?

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Problem Perception summary (Step 1)

(combine Who, What, Where, When, and Why in one to two sentences)

Stakeholders brainstorm

People who experience the problem	People who are experts in the problem

Evidence captured today (IDs, counts, photos, screenshots). Reference attachments.

Scope guardrails

In-scope (this issue)	Out-of-scope (parking lot for later)

Readiness to proceed

- ☐ One overall issue described. Do not include solutions or causes.
- ☐ Who, What, Where, When, and Why fields are complete.
- ☐ Evidence listed, gathered, or plan exists to gather data.
- ☐ Owner named and next session is scheduled.