

Effective Planning & Problem Solving

Effective problem solving defines the problem completely, considers all stakeholders and understands the interdependencies of the project with the community and the environment.

Successful planning considers preventive measures, creates the best solutions and usually solves more than one problem.

Problems can't be solved within the mindset that created them. A solution may be as easy as giving up an old idea. By sharing ideas, we can change our mindset and make the right choices for the Environment.



Embrace the Ideas that:

- We are part of the environment. What we do to the environment, we do to ourselves
- Designing for the environment can save money and create new businesses and partnerships
- Everyone has a role in achieving Higher Environmental Performance. Each individual knows their job best and can make choices that support the environment.

Steps to Effective Problem Solving:

1. Define the problem completely: Take a step back and see the big picture
2. Ask "why?": Asking why at least five times can help to better define the problem and identify root causes
3. Consider the Stakeholders: Understanding the perspectives of stakeholders is important to creating solutions
4. Consider the Interdependencies: Recognize interactions which affect, either positively or negatively, a number of factors
5. Brainstorm who, what, where, why and how questions that you could ask about the problem
6. Brainstorm and evaluate many possible solutions considering interdependencies and stakeholders
7. Choose, verify and implement solutions for the long term
8. Check & Improve: Have a system in place to monitor the chosen solution and verify it is working as intended. If it is not, then take corrective actions to improve the effectiveness of the solution.

Depending on the project, our stakeholders could be:

- | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> ▪ Environmental Performance ▪ Health and Safety ▪ Operations ▪ Finance ▪ Sales | <ul style="list-style-type: none"> ▪ Other Walker Industries Facilities ▪ Partners ▪ Contractors ▪ Customers | <ul style="list-style-type: none"> ▪ Neighbours ▪ Aboriginal Communities ▪ Community/Community Groups ▪ Government |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|

Interdependencies to consider are:

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> ▪ Agricultural ▪ Air Quality ▪ Ecology ▪ Economic/Financial ▪ Heritage/Archaeological ▪ Noise/Vibration | <ul style="list-style-type: none"> ▪ Odour ▪ Social/Cultural ▪ Traffic ▪ Visual/Landscape ▪ Groundwater/Surface Water |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

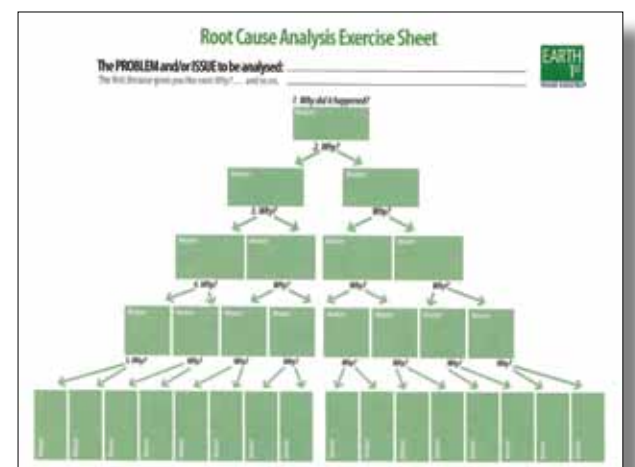
Strive
FOR
Wise

DID YOU KNOW?

- Prior to making a change, assess the approval requirements listed in Procedure T2-Effective Planning and Problem Solving
- The Environmental Performance Department has Root Cause Analysis Worksheets available for Step 2: Ask "Why?"



We are the environment!
commit ■ create ■ participate



All your questions and discussion topics are on the reverse side - get talking!

