

## Crisis

- What was the issue?
- Cheaper
- Faster
- Better
- More
- People

## Action

- How you resolved / prevented it?
- Reengineering
- LEAN
- Creativity
- Analysis

## Result

- What was gained or saved?
- Prevented loss
- Achieved savings
- Improved efficiency
- Improved Quality

## Emotion

- How they felt
- How did they feel before?
- How did they feel after?
- How does your next employer feel?