



BUSINESS PROCESS – 20 QUESTION

This process works well as a design tool and also as a problem analysis tool.

1. What

- What is being done? (what is being achieved)
- Why is it necessary?
- What else could be done?
- What else should be done?

2. Where

- Where is it being done?
- Why there?
- Where else could it be done?
- Where else should it be done?

3. When

- When is it done?
- Why then?
- When else could it be done?
- When else should it be done?



4. Who

- Who does it?
- Why this person/group?
- Who else could do it?
- Who else should do it?

5. How

- How is it done?
- Why this way?
- How else could it be done?
- How else should it be done?
