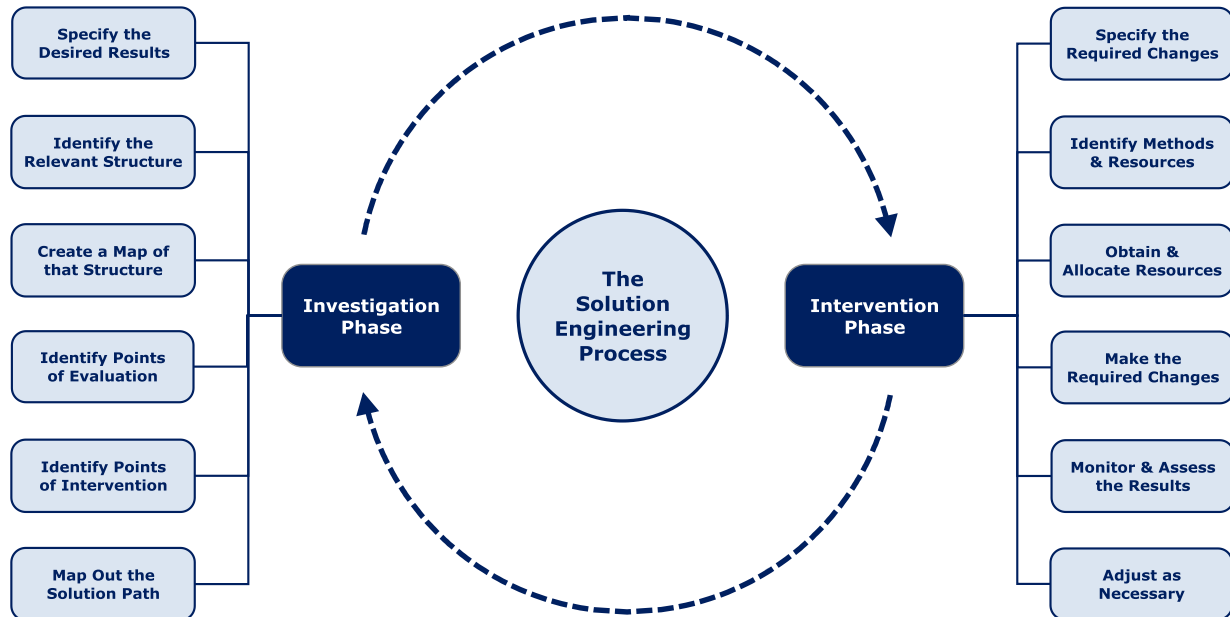


Tools for Knowledge Workers

The Solution Engineering Process



You are confronted by a problem when the situation facing you requires action and you don't know what to do. If you know what to do, you don't have a problem and no "solution" *per se* is required. Action might be required for any number of reasons: because something has gone wrong, because there is a gap between what is and what should be or for some other reason. A solution is a course of action that eliminates the requirement for action. You don't "find" solutions; you create or craft them. In other words, you "engineer" them. Solution Engineering is a process for doing exactly that. The Solution Engineering Process has two phases: Investigation and Intervention. The Investigation phase focuses on figuring out what to do. The Intervention phase focuses on getting it done. You have a choice: You can solve problems or you can engineer solutions. For more about Solution Engineering, click [here](#).

