

What is Problem Discovery Mapping (PDM)?

PDM is a technique for groups to identify, analyze, and solve root causes of a problem.

- Identifies **cause-and-effect relationships** that result in **negative feedback loops** and **impediments** to a process or function
- Provides an **action plan** for the most important fixes

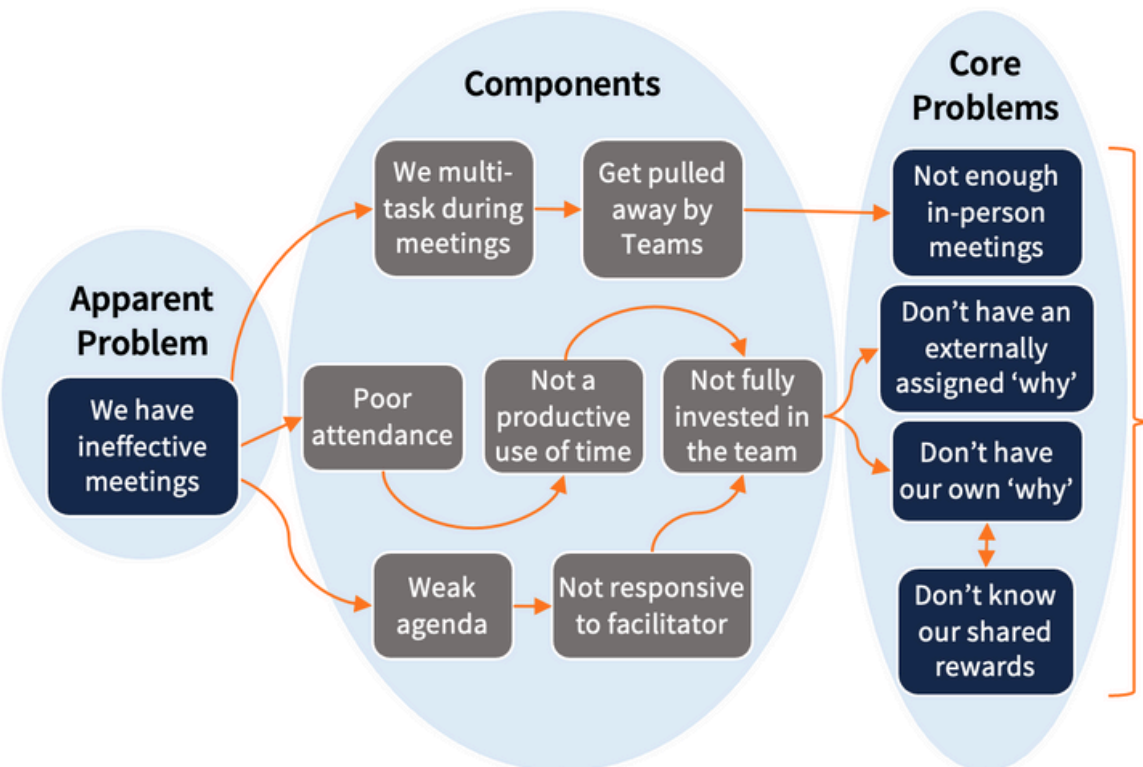
How it Helps You

- **Efficient** way to isolate sources of **complex problems** and identify resolutions--takes as little as four short sessions
- **Collaborative** effort that brings a team to **consensus** on its understanding of a problem and a practical solution
- **Focuses** the team on resolving the **core problems**, rather than the apparent ones

How to Build a PDM Action Plan

1. Discuss the problem in a **group setting** to establish a **common, thorough** understanding
2. Investigate **components** of the problem with the group to document **cause-and-effect logic**
3. Locate and identify **types of causes** as indicated by a **disconnection, lack of input, or circular logic**
4. Explore solutions and document a **prioritized action plan** aligned to solving the **core problems**, not the symptoms

Case Example



Action Plan

1. Define criteria and reach consensus about when to meet in person
2. Hold a facilitated workshop to define team mission and shared outcomes
3. Engage leadership and sponsors to align to mission and outcomes

Government Clients

- AmeriCorps
- Court Services and Offender Supervision Agency (CSOSA)
- Department of Veterans Affairs (VA)
- Department of Agriculture (USDA)
- Department of Commerce (DOC)
- Department of Health and Human Services (HHS)
- Federal Retirement Thrift Investment Board (FRTIB)
- Legal Services Corporation

Prime Contract Vehicles

- GSA MAS Schedule: GS-00F-170C
 - 541611: Administrative Management and General Management Consulting Services
 - 54151S: IT Professional Services
- Forest Service Region 6 Coaching Services
BPA: 1204T018A0011
- Forest Service Facilitation, Leadership Education, and Executive Coaching Services
BPA: 12318721A0012

Nonprofit Clients

- Appalachian Trail Conservancy
- American Red Cross
- Points of Light
- NIGP The Institute for Public Procurement
- FIA (Future Industries Association)
- Public Allies
- Talent Beyond Boundaries
- Project Management for Change
- Shakespeare Theatre Company
- Talent Beyond Boundaries
- Project Management for Change
- Points of Light
- PEARLS
- Partnerships for Parks
- NYC Department of Sanitation

Sub-Contract Vehicles

- VA T4 Next Generation IDIQ/ T4NG2
- USDA STRATUS BPA
- NCI CBIIT ITS BPA

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