

	Current facts:	Reasons & perceptions:	Review alternatives:	Build procedures
WHAT?	What is done now?	Why is it done?	What else could be done?	What SHOULD be done?
HOW?	How is it done?	Why in that way?	How else can it be done?	How SHOULD it be done?
WHEN?	When is it done?	Why at that time?	When else could it be done?	When SHOULD it be done?
WHERE?	Where is it done?	Why in that place?	Where else could it be done?	Where SHOULD it be done?
WHO?	Who does it?	Why that person?	Who else could do it?	Who SHOULD do it?