

From: Al Kolwicz

Sent: Friday, September 26, 2014 10:18 AM

To: Suzanne Staiert

Cc: Scott Gessler; Dana Williams; Dwight Shellman; Colorado Voter Group (ColoradoVoter@googlegroups.com)

Subject: RE: Are four election complaints being intentionally stalled?

We can profitably meet for a fully interactive discussion. But, the hearing format will not work.

I suggest that we use the meeting to perform problem-analysis on each of the four complaints.

1. Dissect each complaint into problem statements. Define each problem's title and its deviation statement.

A problem is a deviation between desired and actual performance for which a correction is desired.

- **Expected performance** = specifications, not wishes
- **Actual performance** = measurements, not feelings
- **Correction desired** = commitment of resources, not cover-up and explain-away

2. Specify each problem: what, where, when, magnitude -- IS and IS NOT.

3. Generate possible causes from distinctions and changes.

4. Test for the most probable cause.

5. Verify the true cause.

We'll need a large room with flexible table and chair arrangements. We'll need a large white board, or several "flip charts". We'll need a digital camera to capture written material.

We'll need a moderator who is not biased, and that is able to keep the discussion focused on problem-analysis. (It takes effort to avoid diversions into solutions.)

The output will be written problem statements.

We should defer any problem-solving discussion to a separate meeting. This is a different process.

Al Kolwicz