



Mager and Pipe Model



Purpose and Origin of the Tool: Developed by Robert Mager and Peter Pipe in 1970, It is a systematic and simplistic tool to troubleshoot a process.

Start Here.....and follow the flow

Context: - Model begins with a measurable and observable performance problem leading to diagraming a flowchart with sequencing of questions. Branches are created with probing questions noting yes or no to determine the course until it leads to a potential solution



What information is collected?

Data is collected using prompting questions in analysis



It could take the form of sequential questions, or a flow chart/diagram

WHY..

Why use the Mager and Pipe Model?
Let us look at the pros and cons.....



- simplicity with a Yes/No framework
- systematic
- minimizes misjudgment
- focus on cost effectiveness



- simplicity cannot factor complex problems
- simplicity cannot factor need for multiple solutions
- Does not address continuous improvement

