

The Adams Family

The four members of the Adams family live east of Memphis in a middle-class community. Tom Adams commutes to work in downtown Memphis; his commute is 45 miles each way, and he is not in a car or van pool. Tom has been thinking about looking for a job closer to his home. However, he has worked on a project for more than a year that, if completed, could lead to a significant promotion at his current company. Unfortunately, the product has a major defect; this error has yet to be located and corrected. Tom must solve the problem very soon because the delivery date promised to potential customers is a month away.

Tom's financial security is heavily dependent on this promotion because of rising costs at home. Both Adams children need braces for their teeth, Tom needs a new car (it broke down twice on the freeway this past fall), the house needs painting, and there is a water leak in the basement that he has been unable to repair.

Sarah, Tom's wife, is a civil engineer. She has been considering getting a part-time job, but no engineering jobs are available in the community. Full-time positions are available in Memphis, but accepting one would pose significant problems for chauffeuring and managing the children. There are a few daycare centers in the community, but rumor is that they are substandard. In addition, Adams's son Alex was accepted as a new student by the premier piano teacher in the area last year, and there is no public transportation from their home to his studio. Melissa, Adams's daughter, is very sad about giving up her YMCA swimming team and Girl Scout troop, which meet after school.

Major Concerns	Sub-Concerns	Timing	Trend	Impact	Process
Tom's work	Projects				
	New Job				
Financial problems	Braces for kids				
	New car				
	Paint house				
	Water leak in basement				
Sarah getting a job	Managing children				
	Finding part-time job				