

XYZ Hose Company And The Case Of The Bursting Hose

(1) Review of the case content

Cast of characters, overview of what happened

(2) Formulate a clear statement of the problem.

What values or interests are being challenged?

What is the central question?

Discuss the factors that are relevant to the problem.

(3) Consider the case study from different angles

(4) Recommended solutions

What should have been done, and by whom?