Tracking Number:	Customer Number:	Response Due Date:	

Problem Solving Worksheet

Status

Step	0	1	2	3	4	5	6	7	8
Action	Prepare	Team	Describe	Contain	Diag.	Solve	Validate	Prevent	Wrap

Registered problem and Short Term Corrective Action in place in house.

Long Term Corrective Action developed but not implemented.

Long Term Corrective Action implemented. Monitoring/evaluating effectiveness.

Long Term Corrective Action confirmed effective. Problem closed.

0	**Prepare for Problem Solving** - Does the problem warrant/require an 8D? If so comment why and proceed.	Is an Emergency Response Action Needed? **(If needed document actions in Action Item Table)**
1	**Team Assembled** - Establish a small group of people with the process/product knowledge, allocated time, authority and skill in the required technical disciplines to solve the problem and implement corrective actions.	Team Goals: Team Objectives:

Department	Name (Team Leader First)	Skills	Responsibility

2A	**Problem Description** - Provides the starting point for solving the problem or nonconformance issue. Need to have "correct" problem description to identify causes. Need to use terms that are understood by all.	**Sketch of Problem**
Part Number(s):		
Customer(s):		
List all of the data and documents that might help you to define the problem more exactly?		
Is there an action plan to collect additional information?		
Prepare Process Flow Diagram for problem. (Attach to PSW)		