Problem Solving Worksheet

8-D

Tracking Number:	Customer Number:	Response Due Date:

8-D is a quality management tool and is a vehicle for a cross-functional team to articulate thoughts and provides scientific determination to details of problems and provide solutions. Organizations can benefit from the 8-D approach by applying it to all areas in the company. The 8-D provides excellent guidelines allowing us to get to the root of a problem and ways to check that the solution actually works. Rather than healing the symptom, the illness is cured, thus, the same problem is unlikely to recur.

Step	0	1	2	3	4	5	6	7	8
Action	The Planning Stage	Establishing the Team	Problem Definition / Statement & Description	Developing Interim Containment Action	Identifying and Verifying Root Cause	Identifying Permanent Corrective Action [PCA]	Implementing and Validating PCA	Preventing Recurrence	Recognizing Team Efforts

0	**The Planning Stage:** The 8-D method of problem solving is appropriate in "cause unknown" situations and is not the right tool if concerns center solely on decision-making or problem prevention. 8-D is especially useful as it results in not just a problem-solving process, but also a standard and a reporting format. Does this 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	**Establishing the Team:** 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	Skills	Responsibility

2A	**Problem Definition** 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 a Process Flow Diagram for problem [Use a separate sheet if needed]		

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