

## 8D PROBLEM-SOLVING PROCESS

STEP	PROCESS STEP	ACTIONS TO TAKE	MECHANISMS TO PUT IN PLACE
	Become aware of the Problem	Establish a small group of people with the process or product knowledge, allocated time, authority, and skill in the technical discipline to solve the problem and implement corrective actions.	Quality Manager or Team Champion
1	Use the Team Approach	Make each problem-solving team member aware of the problem, bad parts, processes, nonconformances, and customer concerns	Creative - Leadership - Analytical - Structured - Systematic - Intuitive - Critical - Informative - Synthesizer - Team Oriented
2	Describe the Problem	Specify the customer concern by identifying, in quantifiable terms, who, what, where, when, why, how and how many of the problem. Analyze Existing Data - Establish Operational Definition	Creative - Leadership - Analytical - Intuitive - Critical - Informative - Team Oriented
3	Implement and Verify Interim (containment) Actions	Define and implement containment actions to isolate the problem from any customer until permanent corrective action is available. Verify effectiveness of Actions Taken.	Leadership - Structured - Systematic - Synthesizer
4	Define and Verify Root Cause	Identify potential causes: check team composition - review and improve the problem description - evaluate each potential cause by comparison to the problem description. Select likely causes - test each potential cause through experimentation and statistical analysis. Identify alternative corrective actions to eliminate the root cause.	Leadership - Systematic - Synthesizer
5	Choose and Verify Corrective Action	Check team composition - evaluate solutions for improved interim actions. Evaluate the degree of problem reduction or elimination using preproduction tests.	Leadership - Analytical - Systematic - Critical
6	Implement Permanent Corrective Actions	Check team composition. Identify prevention and protection actions. Monitor effectiveness of problem reduction or elimination.	Leadership - Systematic - Informative (along with operator, technician, and supervisor).
7	Prevent Recurrence	Modify the management systems, operating systems, practices and procedures to prevent recurrence of this and all similar problems. Check to ensure changes made affect other like products and systems.	Leadership - Informative - Team Leader (along with operator, technician, and supervisor).
8	Confirm & Congratulate Team	Collect data to confirm problem is resolved and both corrective and preventative actions are in place.	Congratulate and disband team, submit proper paperwork to customer.