

# 8D Problem Solving

## Checklist



### D1 Team Formation

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- Assemble the team with diverse skills relevant to the problem.
- Ensure team members are training in problem-solving techniques
- Establish a timeline for the problem resolution

### D2 Problem Description

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- Identify the problem clearly and specifically.
- Document the scope and boundaries of the problem.
- Use data to quantify the problem (e.g., failure rate, defect rate).
- Define the problem statement.

### D3 Interim Containment Plan

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- Identify quick fixes to isolate the effects of the problem.
- Implement the containment actions.
- Verify the effectiveness of the containment actions.

### D4 Root Cause Analysis

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- Use tools like Fishbone Diagram, 5 Whys, or FMEA to identify potential root causes.
- Collect data to confirm the root cause.
- Validate the root cause by removing it and observing the problem disappear.

## D5 Choose and Verify Permanent Corrective Actions

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- Generate potential solutions to address the root cause.
- Evaluate and select the best corrective action.
- Implement the corrective action.
- Verify its effectiveness through data collection.

## D6 Implement Corrective Actions

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- Develop an implementation plan with tasks, deadlines, and responsible persons.
- Execute the plan.
- Monitor the implementation for any adjustments needed.

## D7 Prevent Recurrence

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- Modify policies, procedures, and systems to prevent recurrence.
- Train the relevant personnel on the new changes.
- Document the entire problem-solving process.

## D8 Congratulate the Team

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- Recognize and celebrate the team's effort and success.
- Share the learning and results with other departments.
- Conduct a retrospective to identify areas for improvement in the problem-solving process.