

PROBLEM SOLVING

8 - D'S (Disciplines)

1. **USE TEAM APPROACH:** Include all activities that can help define the problem and causal factors and implement corrective action, verification, and prevention.
2. **DESCRIBE PROBLEM:** Utilize all indicators to identify and quantify the problem as completely as possible in customer terms or symptoms.
3. **DEFINE ROOT CAUSES:** Ask the question, "Why?", as many times as required to "drive" to a definition of the underlying root causes.
4. **IMPLEMENT INTERIM CORRECTIVE ACTIONS:** Take immediate action to contain the problem within the Company and in the field.
5. **IMPLEMENT PERMANENT CORRECTIVE ACTIONS:**
 - Eliminate root causes of the problem
 - Implement ONGOING CONTROL actions as applicable
 - Correct products already produced
6. **VERIFY EFFECTIVENESS OF ACTIONS:** Measure effectiveness of actions identified in steps (4) and (5) in quantifiable terms.
7. **PREVENT RECURRENCE:** Modify management and operating systems, practices, procedures and processes to prevent recurrence of similar problems.
8. **CONGRATULATE YOUR TEAM:** Recognize the co-operative contribution of the team members.