1. What is 8D problem solving?
   - A simple and standardized approach to contain, analyze, and develop long term corrective actions to solve the root cause of problems.
   - 8D can be used by every person, every day.

2. Why use 8D problem solving?
   - Allows users to conduct problem solving anywhere, specifically the site of the problem.
   - Quickly identify the root cause so that it can be contained and halted from affecting other areas.
   - Implement countermeasures that will prevent problem reoccurrence.
   - Standardize problem solving to ensure everyone in the organization approaches every problem in the same way, regardless of whether that problem is simple or is a large, complex problem affecting multiple people.

3. What factors are critical for 8D problem solving success?
   - The people who live with the problem must be involved in solving the problem because they have the best understanding.
   - 8D Problem Solving is used any time a gap is discovered between the ideal state and current reality, not just after the problem has impacted results.
   - Containment methods that are implemented are short-term to protect customers, employees or the organization.
   - Creativity before capital.
   - Problem solving is visible and inclusive, not private and exclusive.
   - A well thought out problem description.
   - A useful standard for problem descriptions is CREI:
     - **Complaint** - description of the problem.
     - **Requirement** - specific requirement that is being violated.
     - **Evidence** - objective evidence that the requirement is being violated.
     - **Impact** - significance of the problem based on cost, performance, etc.

4. How is 8D problem solving used?
   - Effective teams have the right mix of skills and experience.
   - Team roles and communication should be well defined.
   - Formulate a clear, concise statement of the problem.
   - Scope the problem by using Is/Is Not.
   - Break a large problem into smaller, more specific problems as necessary.
   - Problem Description should include: What? Where? When? How many? Clearly describes the gap between the expected and actual results.
   - Develop a temporary solution to stop the problem from impacting the customer.
   - There may be more than one containment method.
   - Use 5 why, fishbone, or other methods to fully explore the possible causes.
   - Would the absence of the cause identified completely solve the problem? If the answer is ‘no,’ you have identified a symptom, but have not yet identified the root cause.
   - Operator error is not an acceptable or useful root cause.
   - Address the root cause.
   - Clearly establish the action that will prevent the problem from occurring in the future.
   - Look for no/low cost improvements.
   - Test the solution before full implementation and standardization.
   - Implement the countermeasure.
   - Determine who will follow-up and check how the countermeasure is working.
   - Standardize the countermeasure once its effectiveness has been confirmed.
   - Identify similar processes and designs.
   - Implement solutions before problems are identified.
   - Broadcast accomplishments.
   - Ensure team member efforts are appreciated.