



8D Problem Solving



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.

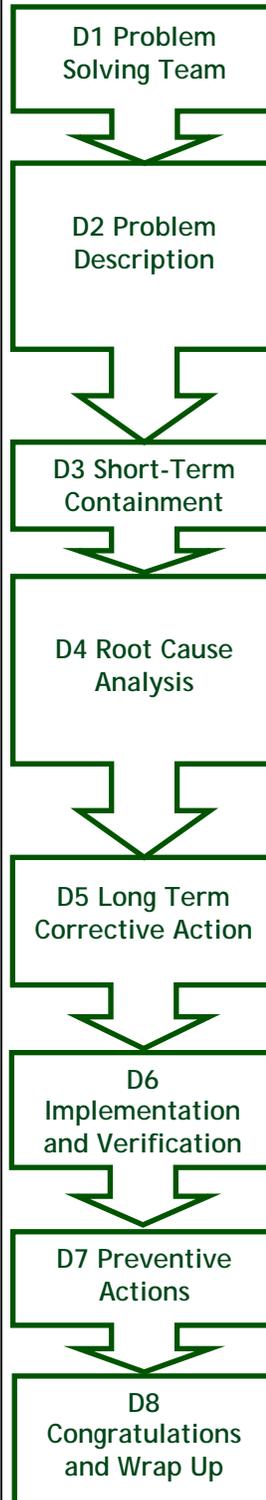
2. Why use 8D problem solving?

- 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

