

Step 4 – Develop/Select Countermeasures

- Develop best solutions. Use appropriate lean tools.
- Work on no more than 3 Root Causes at a time

Step 5 – Implement Countermeasures

- Identify ONE owner for each countermeasure
- Set an aggressive schedule. Challenge yourself!
- Use a project management plan. Stick to it!

Step 6 - Check Results

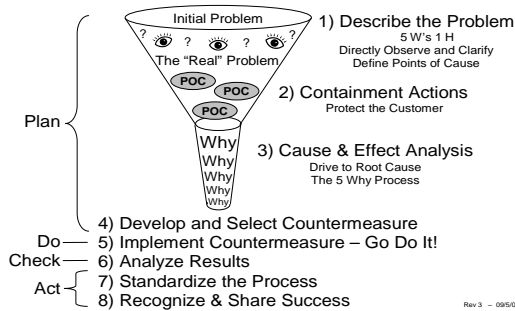
- Verify results of each countermeasure individually
- Use data, comparing to the Standard and the Goal

Step 7 - Standardize the Process

- Use Job Instruction and follow a deployment plan
- Apply visual systems. Make the abnormal obvious.

Step 8 - Recognize & Share Success

- Include all who contributed their time and effort



80% Understanding, 20% Action

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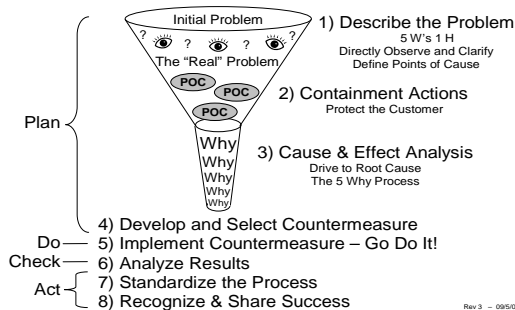
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8 Step Problem Solving Card

Size: Large

Paper:
Blaze Orange Card Stock

Card Final Cut Size:

3.250" x 5.250"

Laminating
Pocket Size:
3 1/2" x 5 1/2"
Staples #: 489534

Rev 3.1

03-04-11

Jeff Maling

802-288-2515

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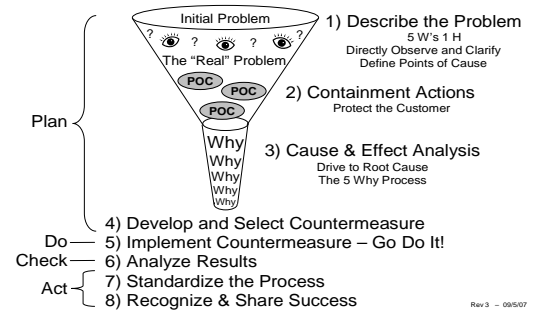
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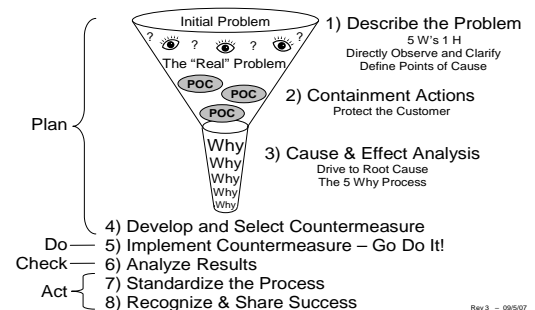
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8 Steps to Problem Solving

┌ → Plan → Do → Check → Act → ┐

A **problem** is a **deviation** from a **standard**

Step 1 - Describe The Problem

- **Identify the team**
- **Problem Statement**
 - Clear, Concise, Measurable, Standard & Deviation
- **Understand the Process → Clarify the Problem**
 - Directly Observe the problem at the front lines
 - Ask Why, What, Where, When, Who, How Much
 - Use data: Paretos, Trends, Histograms, Scatter Plots
 - Tools to Analyze → Determine Points of Cause
- **Goal Statement**
 - What results will be achieved by what date
- **Tip → Avoid Junk Words, Junk Data**
 - Like “various, sometimes, a lot, very, extremely..”
 - Sort, scale, and label charts to show a clear story

Step 2 – Containment Actions

- **Short Term, Temporary Corrective Action**

Step 3 - Cause & Effect Analysis

- **Use the 5 WHY's (Fishbone Diagram)**
 - Ask Why, Why, Why, Why, Why?
- **Understand Causes → “The Real Problem”**
 - Brainstorm with team all ideas and possibilities
 - Collect data to prove or disprove possible causes
 - Man, Machine, Materials, Methods, Measurement, Mother Nature

KEEP THIS CARD HANDY

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