8D-Roadmap

Problem Solving Roadmap

Discipline	Main Tasks	Tools	Results
Discipline 1: Form the team	– Form the problem solving team (incl. team leader)	8D-Report	– Problem solving team is formed
Discipline 2: Describe the problem	– Record, completely describe and differentiate the problem	Inspection Chart; Histogram; Pareto-Diagram	– Problem is clearly described and differentiated
Discipline 3: Take containment actions	– Remove defective parts from circulation – Take actions to maintain supply availability	Interim Working Schedule; Interim Control Plan	– Problem is isolated from the customer (internal/external)
Discipline 4: Analyse the root causes	– Identify possible causes – Determine and represent cause and effect relationships	Cause & Effect-Diagram; Time Series Plot; Correlation Diagram	– Root causes of the problem are identified
Discipline 5: Determine corrective actions (incl. verification)	– Develop, assess and select potential corrective actions – Test selected corrective actions and prove effectiveness	FMEA; Design Verification Plan & Report; Process Capability Study	– Effectiveness of corrective actions is proved
Discipline 6: Embed corrective actions within the organisational structure	– Embed corrective actions within the organisational structure – Cancel containment actions	Working Schedule; Control Plan; Training Plan	– Corrective actions are sustainably embedded in the organisation
Discipline 7: Define preventive actions	– Make the lessons learned available for other existing products/processes – Make the lessons learned available for future products/processes	Design guideline; Audit Checklist; FMEA-Software / FMEA-Database	– Lessons learned are also used for other products/processes
Discipline 8: Complete the problem solving process	– Review the successful implementation of agreed actions and complete the problem solving process	8D-Report	– Problem Solving Process is formally completed

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