

Team Problem Solving Quick Reference Guide

G 8 D

Global 8D Process

D0

Should We Do This?

D1

Establish the TEAM

D2

Problem Statement/Description

D3

Develop the Interim Containment Action

D4

Define and Verify Root Cause and Escape Point

D5

Choose Action
Verify/Validate

D6

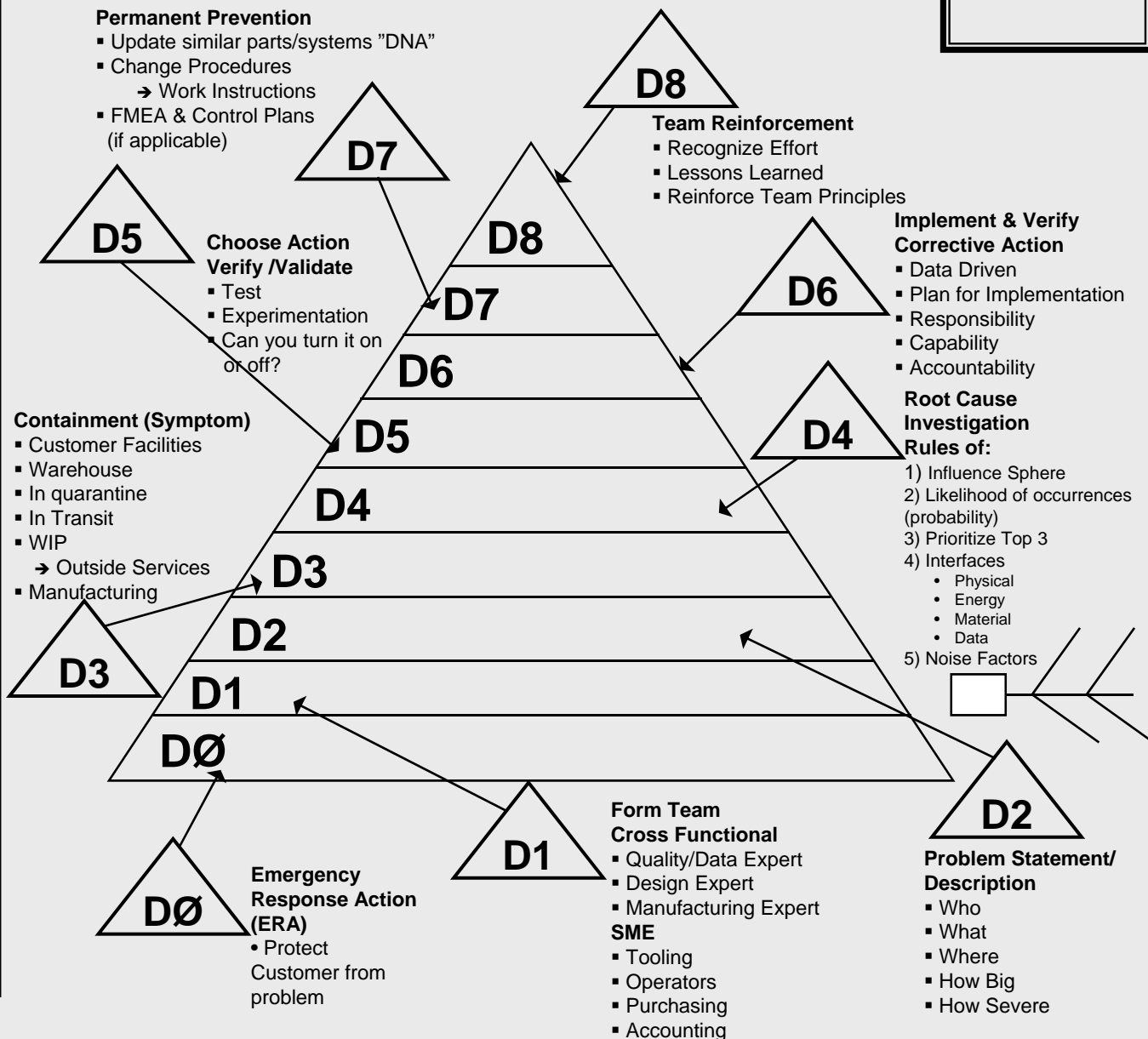
Implement and Validate
Permanent Corrective Actions (PCAs)

D7

Prevent Recurrence

D8

Recognize Team and Individual Contributions



(Example)

TAKES TOO LONG TO RESPOND

CONSIDERATIONS

- Noise Factors
- Interfaces
- Man
- Material
- Method
- Machine
- Environment

Personnel NOT Sensitive to Customer needs

E-Mail Slow

FMEA

Function / Operation	Failure Mode	Causes									Actions Taken
Must respond to customer issue by 4 hours	Takes Too Long	- E-mail Slow - System Slow									Upgrade to faster processor & reduce Login complexity

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