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8D Problem-Solving, Unit 1, Lesson 1:
Becoming Aware of a Problem

❑ Problems seem to surround us and attack from all sides; indications of problems can come at us from any angle including:

- Internal metrics that are used to monitor the health of the processes and the organization.

- Feedback from customers and employees.

- Results of audits against standards and regulations.

- There are many other indications that a problem exists.

❑ How do we decide which problems to work on (first)?

- Use data, not emotions to decide which problems to attack first.

- While we all would like every problem to be resolved as soon as we know about it, it is not practical or feasible to do so.

- Focusing on the vital few ensures we can use our limited resources to solve the biggest problems. Often, solving big problems does take care of other, smaller problems (or are they symptoms?) at the same time.

❑ A Pareto Analysis can help identify the vital few problems on which we need to focus the organization.

- A Pareto diagram shows that in most cases, a few of the problems are responsible for most of the issues.