

# 8D Problem-Solving Course Outline

## Lesson 1 | Discipline D1

- Use a Team Approach
- Form an effective project team.
- Define roles of the team members.
- Set boundaries of freedom for the team.
- Help get the team started up.

## Lesson 2 | Discipline D2

- Describe the Problem
- Understand the scope and magnitude of the problem.
- Develop a Problem Statement.
- Recognize that the task is to investigate the problem, not jump to solutions.

## Lesson 3 | Discipline D3

- Interim Containment
- Determine if Interim Containment is needed.
- Design and put temporary measures into place to "buy time" until a permanent solution can be developed and implemented.
- Verify that interim containment measures are working.

## Lesson 4 | Discipline D4

- Define the Root Causes
- Use process mapping techniques to clarify the bounds of the process.
- Identify relationships between causes and the resulting effect using Cause and Effect Diagrams.
- Collect data and then use data display tools to visually analyze that data.
- Use Investigative Tools to uncover more clues to the root cause.
- Conduct confirmation runs to verify that the root cause has been found.

## Lesson 5 | Discipline D5

- Develop Solutions
- Identify potential solutions that address the root cause.
- Consider solution candidates that will prevent the root cause from recurring as well as detection approaches that warn if the problem may recur.
- Remove candidates that are not practical, feasible or cost-effective from consideration.
- Use decision matrices to select the most balanced solution.

## Lesson 6 | Discipline D6

- Implement the Solution
- Understand how to develop Action Plans using either Simple or Complex Action Plans formats.
- Learn how to use Project Management tools such as Activity Plans, PERT Charts and Gantt Charts to develop Action Plans to manage and track implementation of the solution.
- Recognize that the solution has been not fully implemented until related documentation is updated and communication has been completed with all involved parties.

## Lesson 7 | Discipline D7

- Prevent Recurrence
- Use techniques to ensure the problem does not recur.
- Know which associated documents and systems to update.

- Remove Interim Containment measures.
- Recognize how powerful it can be to share LESSONs Learned.

## **Lesson 8 | Discipline D8**

- Congratulate the Team
- Encourage the organization to recognize the problem-solving team for a job well done.
- Ensure the problem-solving team recognizes those that have assisted them.

## **Course Challenge**

- An assessment of the learner's progress in this course.