



8D form = Team Oriented Problem Solving

1		2B
TEAM		What is the problem
Team leader		
Participants		

2A	IS	IS NOT
WHO	Who is affected by the problem? Who detected the problem at first? To whom was the problem reported?	Who or what was not affected by the problem? Who did not detect the problem?
WHAT	What type of problem is it? What is typical for the problem? What is exactly happening? Is there physical proof of the problem?	Who or what samples do not have the problem or are not affected by the problem? What could happen, but did not happen? What could be the problem, but is not the problem?
WHY	Why do we have this problem? In which process or at which process step did the problem occur?	Why is the above not the problem?



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WHERE	<p>Where was the problem noticed?</p> <p>Where is the problem occurring?</p>	<p>Where could the problem be manifesting itself, but it is not</p> <p>Where else could the problem occur?</p>
WHEN	<p>When was the problem first noticed?</p> <p>When has the problem been noticed since?</p>	<p>When could the problem have been noticed, but it was not</p>
HOW (much)	<p>What is the size of the problem?</p> <p>How big is the problem?</p> <p>How big is the problem in meaning of time, patients, finances...?</p>	<p>How big could the problem be, but it is not</p>
HOW (often)	<p>What is the trend of the problem (continuous? Ad random? Cyclic?)</p> <p>Has this problem occurred before and what did we learn from it at that time</p>	<p>What could the trend be, but it is not</p>

3	<p>Determine interim solutions and implement them</p>
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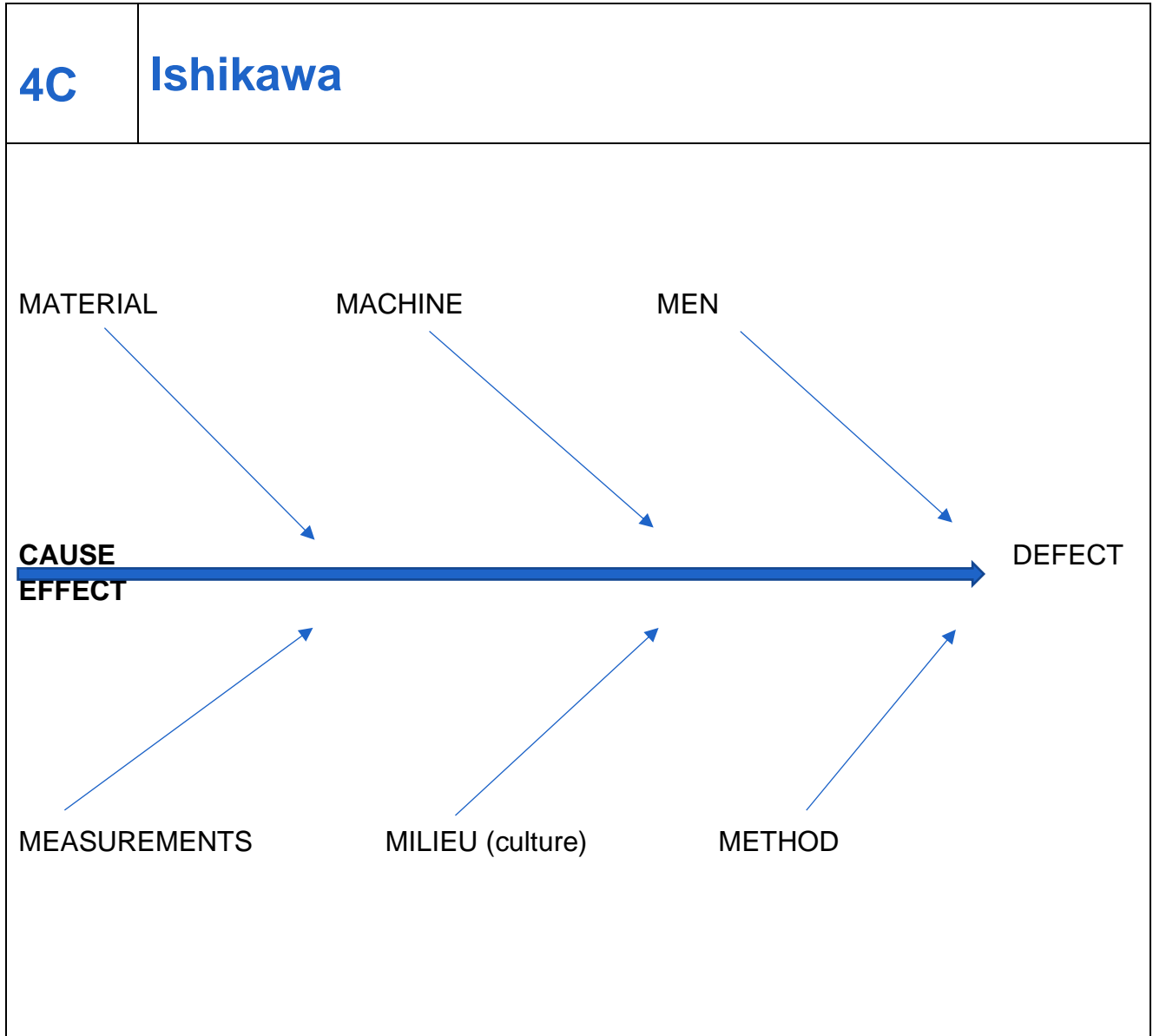


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<p>4A</p>	<p>RCA (brainstorm, post-it)</p>
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4B	5x WHY WHY WHY WHY WHY WHY





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5	Identify solutions and create the action plan



6	Implementation and validation	To be done	executed
7A	Preventive measures (In which processes could this problem also happen)	To be done	executed
7B	Are there documentary changes needed? (review documents and/or systems)		



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	Check the effectiveness of the solutions	To be done	executed
7C			
8	Acknowledge & congratulate the team!		