Tracking Number☹Problem)	Customer:	Response Due Date: To Be decided by Process Owner	Status

Problem Solving Worksheet

Step	0	1	2	3	4	5	6	7	8
Action	Prepare	Team	Describe	Contain	Diag.	Solve	Validate	Prevent	Wrap

Registered problem and Short Term Corrective Action in place in house.	Long Term Corrective Action developed but not implemented.	Long Term Corrective Action implemented. Monitoring/evaluating effectiveness.	Long Term Corrective Action confirmed effective. Problem closed.

0	**Prepare for Problem Solving** - Does the problem warrant/require an 8step process? If so comment why and proceed.	Is an Emergency Response Action Needed? **(If needed document actions in Action Item Table)**
1	**Team Assembled** - Establish a small group of people with the process/product knowledge, allocated time, authority and skill in the required technical disciplines to solve the problem and implement corrective actions.	Team Goals: Team Objectives:

Department	Name (Team Leader First)	Skills	Responsibility

2A	**Problem Description** - Provides the starting point for solving the problem or nonconformance issue. Need to have "correct" problem description to identify causes. Need to use terms that are understood by all.	**Sketch of Problem**

Business identified(Process):

Customer(s):

List all of the data and documents that might help you to define the problem more exactly?

Is there an action plan to collect additional information?

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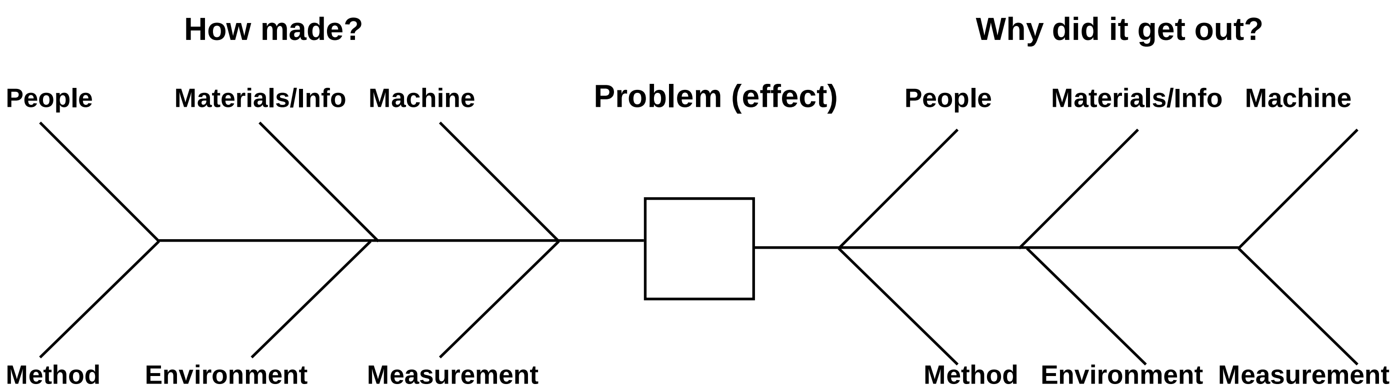
Prepare Process Flow Diagram for problem. (Attach to PSW) –

2B	IS	IS NOT
Who	Who is affected by the problem? Who first observed the problem? (internal/external) To whom was the problem reported?	Who is not affected by the problem? Who did not find the problem?
What	What type of problem is it? What has the problem? What is happening? Do we have physical evidence of the problem in our possession?	What does not have the problem? What could be happening but is not? What could be the problem but is not?
Why	Why is this a problem? Is the process where the problem occurred stable?	Why is it not a problem?
Where	Where was the problem observed? Where does the problem occur?	Where could the problem be located but is not? Where else could the problem be located but is not?
When	When was the problem first noticed? When has it been noticed since?	When could the problem have been noticed but was not?

How Much/ Many	Quantity of problem? How Much is the problem causing in dollars, people, & Time?	How many could have the problem but don't? How big could the problem be but is not?
How Often	What is the trend (continuous, random, cyclical)? Has the problem occurred previously? (If so attach previous PSWs & CIFs)	What could the trend be but is not?
2C	**Problem Description** - Combine the relevant information, this will be your Problem Description	

3	**Interim Containment Actions** - Temporary actions to contain the problem and "fix" until permanent correction is in place. (Note: Validate that the action taken works). Document Actions in the Action Item Table
4A	**Diagnose Root Cause** – Analyze for "Root Cause" of the problem. Identify and verify the Escape Point.
	Brainstorm the possible causes of the problem (attach)
4A	**Cause and Effect Diagram** (Attach copy of complete diagram(s) as appropriate)



Note on Diagram(s) circle the most likely contributors (3 max) from each side.

4B	5 – Why Analysis
Ask – Why did this happen? **Ask – Why did this happen?** **Ask – Why did this happen?** **Ask – Why did this happen?** **Ask – Why did this happen?**	
4C	**Action Plan** - Based on the team's discussions. Begin to complete the Root Cause Action Plan to verify and validate the root causes and test the escape point. Document this on the Action Item Table.

5	**Identify Solutions** – Solutions that address and correct the root cause. Solutions determined to be the best of all the alternatives. Document and verify the Permanent Corrective Action (PCA) in the Action Item Table.
6	**Validation** - Implement and validate to ensure that corrective action does "what it is supposed to do." Detect any undesirable side effects. Document this on the Action Item Table. Return to root cause analysis, if necessary.
7	**Prevention** (Design / Information Systems Review) **-** Determine what improvements in systems and processes would prevent problem from recurring. Ensure that corrective action remains in place and successful.

7A	**Address Similar Systems** - List similar systems with the potential for the same defect. Issue a CIF for items identified.

Process / Item	Accountability	CIF #

7B	Review the following documents / systems.			
Document	**Accountability**	**Completion Date**		
		Planned	**Actual**	
Standard Operating Procedure(SOP)				
Flow Charts				
Control Plans				
Design FMEA				
Process FMEA				
Gauges/MMD/IMTE				
Process Change Approval				

8	**Congratulate Your Team** - Use all forms of employee recognition and document as necessary. Celebrate successful conclusion of the problem solving effort. Formally disengage the team and return to normal duties.		
Was the PSW Effective?			
Yes/No	**Signature/Title**		**Date**

Action Item Table

Actions			Implement and Verify Actions						
Action #	Fault / Item	Containment/ Corrective Action	Verify	How Verified	Action	Accountability	Planned	Actual	Status

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