

# 8D Problem Solving – Quick Cheat Sheet



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## D0 – Prepare & Plan

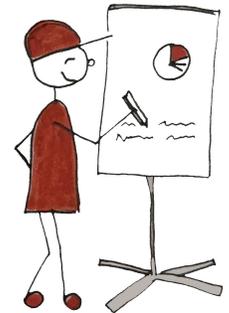
- Decide if 8D is the right tool
- Gather initial information
- Check urgency and impact

## D1 – Form the Team

- Include product/process/customer/data expertise
- Small team, enough time allocated

## D2 – Describe the Problem

- Use data, not opinions
- What happened? When? How often?
- Clear, measurable problem statement



## D3 – Contain the Problem

- Protect the customer
- Sorting, extra checks, temporary actions

## D4 – Find Root Cause

- 5 Whys, Fishbone, Is/Is Not
- Test potential causes

## D5 – Permanent Corrective Actions

- Address root cause, not symptoms
- Check side effects, have backup plan

## D6 – Implement & Validate

- Train people, implement carefully
- Verify with data
- Remove temporary containment





### **D7 – Prevent Recurrence**

- Update standards, training, suppliers
- Share learning across organization

### **D8 – Congratulate the Team**

- Recognize effort
- Reinforce culture

#### **When to Use 8D:**

- repeating issues, complaints, safety, cost, reputation risk

#### **When NOT to Use 8D:**

- obvious fix, one-time slip, effort > benefit

Reminder: *Quality is always within your reach.*

