8 Step Problem Solving
Problem Solving Flow Chart

Step 1: Clarify the Problem
Step 2: Break Down the Problem
Step 3: Target Setting
Step 4: Root Cause Analysis

Ultimate Goal= purpose of our work
*Why are you solving this problem?*

Start Step 2 breakdown with the GAP

When you breakdown the Problem, use the 4W’s
What-When-Where-Who

Start Step 4 with the Prioritized Problem & the Point of Occurrence

Line of Sight

Ideal Situation

Quantifiable

Current Situation

Point of Occurrence Problem Statement:

Target:
How Much ?
By When ?

Step 3 – Set TARGET to address the POO

Ask WHY downward and THEREFORE upward to test Cause and Effect Logic
### Step 5: Develop Countermeasures

**Brainstorm Potential Countermeasures:**

1. 
2. 
3. 
4. 
5. 
6. 
7. 

### Step 6: Seeing Countermeasures Through

**“How’s your Implementation Plan going”?**

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<th>Implementation steps from Step 5</th>
<th>Reporting</th>
<th>Informing</th>
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### Step 7: Monitoring Process and Results

Did you meet the Target in Step 3?

If so did you contribute to the GAP? How much?

Did you look at the 3 viewpoints? Customer: (Did I meet their need?)

Your own: (What did I learn?)

The Company: (Did I meet the Ultimate Goal?)

### Step 8: Standardized Successful Practices and Share

Was your problem solving activity a success?

Did you standardized the new process or procedure? If so how?

Did you share with other affected areas?