**Form of Problem-Solving Protocol using Method of 8D-Analysis**

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| **Problem-Solving Protocol**  **No.\_\_\_ dd. \_\_\_\_\_\_\_\_\_**  Date | | | | | | | |
| **(D0) Problem Brief Description** | | | | | | | |
| **(D1) Team building** | | | | | | | |
| Name of team members | | | Position | | | | |
|  | | |  | | | | |
|  | | |  | | | | |
| **(D2) Problem Description (characteristics)** | | | | | | | |
| Search for the causes of problem using 5 Whys Method | | | | | | | |
| 1. **What** does the problem have effect on (on the products, processing ability, stability, quality parameters etc. ) | |  | | | | |
| 2. **Who** first detected the problem? | |  | | | | |
| 3. Is the process, **where** the problem identified, a stable one? | |  | | | | |
| 4. **What** has **actually** happened? | |  | | | | |
| 5. **Why** is it a problem? | |  | | | | |
| 6. **Where** was the problem detected? | |  | | | | |
| 7. **Where** does the problem occur? | |  | | | | |
| 8. **When** was the problem **first** detected? | |  | | | | |
| 9. May the problem **recur**? (if «yes», then how frequently and in which cases?) | |  | | | | |
| 10. Has the problem **occurred previously**? (if «yes», please write Protocol number) | |  | | | | |
| **Conclusion:** | | | | | | | |
| **(D3) Temporary Actions to Restrain a Problem** | | | | | | | |
| No./  No. | Actions | | | Responsible  persons | Time | Check off | |
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|  |  | | |  |  |  | |
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| **Validation (evaluation of results**) **of temporary actions** | | | | | | | |
|  | | | | | | | |
|  | | | | | | | |
| **(D4) Identification and check of** **root cause (causes)** | | | | | | | |
| **Why did the problem occur?** (assumptions of all team members) | | | | | | | |
| 1 | | | | | | | |
| 2 | | | | | | | |
| … | | | | | | | |

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| --- | --- | --- | --- |
| Form end | | | |
| **Root Cause (causes):** | | | |
| **(D5) Selection and verification of CA to eliminate the root cause** | | | |
|  | | | |
| **Denomination (description) of nonconformance:** | | | |
| Cause / causes (probable) of problem occurred | Corrective actions directed to eliminate the cause of problem | Implementation date | Persons responsible for implementation of CA |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| … |  |  |  |
| **(D6) Implementation and validation of CA** | | | |
|  | | | |
| **(D7) Preventing reoccurrence of problem** | | | |
|  | | | |
| **(D8) Summing-up** | | | |
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| Evaluation of team performance on problem solving | | | |

Team leader signature

\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Position, Full name Signature Date

Team members signatures

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Position, Full name Signature Date

APPROVED

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Position, Full name Signature Date