**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 |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **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** |
|  |
| Evaluation of team performance on problem solving |

Team leader signature

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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