Apply the 8-Step Problem Solving Process

Step 1: Clarify and validate the problem.
- What is the problem?
- Where did the problem occur?
- When did the problem occur?
- What is the significance of the problem?

Step 2: Break down the problem and identify performance gaps.
- Do we have enough information, or is more analysis needed?
- What is the gap between the current performance and the customer’s requirements?
- Does the data point to any specific root causes?
- Does the data indicate a bottleneck or constraint?

Step 3: Set B-SMART improvement targets.
- Balanced?
- Specific?
- Measureable?
- Attainable?
- Results-focused?
- Timely?

Step 4: Determine root causes.
- Which root cause analysis tool is appropriate?
- What root cause(s) do the tools suggest?
- Will tackling the root cause(s) improve the performance gap?
- Will tackling the root cause(s) eliminate the problem?

Step 5: Develop countermeasures.
- Common reports and templates for sharing information?
- Most practical and effective?
- Clear and detailed action plan?
- Involvement by stakeholders?

Step 6: See the countermeasures through.
- Reduce waste?
- Eliminate bottlenecks?
- Reduce variation and errors?
- Overhaul how work is done?

Step 7: Confirm results and process.
- Results relative to the performance gaps in step 2?
- Performance relative to the B-SMART targets?
- Correct root cause(s) identified?

Step 8: Standardize successful processes.
- How can improvements be standardized?
- How should lessons be communicated?
- Were new opportunities or problems identified?
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   - Balanced?
   - Specific?
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4. Determine root causes.
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   - Clear and detailed action plan?
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   - Reduce variation and errors?
   - Overhaul how work is done?

7. Confirm results and process.
   - Results relative to the performance gaps in 2?
   - Performance relative to the B-SMART targets?
   - Correct root cause(s) identified?

8. Standardize successful processes.
   - How can improvements be standardized?
   - How should lessons be communicated?
   - Were new opportunities or problems identified?