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?

Resource Center for CareerTech Advancement
a division of Oklahoma CareerTech
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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?
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