

The 8D Problem-Solving Methodology

A structured approach for complex problems requiring cross-functional teams

D0	Plan	Plan the 8D approach; determine if 8D is appropriate
D1	Team	Establish a cross-functional team with required skills
D2	Problem	Define and describe the problem in measurable terms
D3	Containment	Implement temporary actions to protect customer
D4	Root Cause	Identify and verify root cause(s) using RCA tools
D5	Corrective Actions	Develop and verify permanent corrective actions
D6	Implementation	Implement and validate permanent corrective actions
D7	Prevention	Prevent recurrence; update systems and procedures
D8	Closure	Recognize team; document learnings; close out