

# The 8D Problem–Solving Methodology

A structured approach for complex problems requiring cross–functional teams

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