



8D Problem Solving



8D


- Purpose
- When to Use
- How to use



8D steps

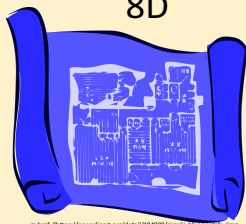
• D0 Plan	• D5 Choose corrections
• D1 Use a Team	• D6 Implement Corrections
• D2 Define and Describe the Problem	• D7 Take preventive measures
• D3 Develop containment plan	• D8 Congratulate the team
• D4 Determine Root Cause	

Excerpted from Grace L. Duffy's [Medicine Within: Continuous and Breakthrough Improvement](#), ASQ Quality Press, 2014, pages 119-120.




8D

- D0 - Plan




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Excerpted from Grace L. Duffy's *Modeling Systems: Continuous and Breakthrough Improvement*, ASQ Quality Press, 2014, pages 115-120.




8D

- D1 – Use a Team



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Excerpted from Grace L. Duffy's *Modeling Systems: Continuous and Breakthrough Improvement*, ASQ Quality Press, 2014, pages 115-120.



8D

- D2 – Define and Describe the Problem
 - Useful Rules
 - Based on Data
 - No Causes
 - No solution
 - Not too general


Excerpted from Grace L. Duffy's *Modeling Systems: Continuous and Breakthrough Improvement*, ASQ Quality Press, 2014, pages 115-120.



8D


- D2 – Define and Describe the Problem
- Example
 - Problem Topic:
Student complaints about parking
 - Problem Statement:
As Is - 90% of students have a place to park.
Desired State - 100% of students have a place to park

Excerpted from Grace L. Duffy's *Modeling Systems: Continuous and Breakthrough Improvement*, ASQ Quality Press, 2014, pages 119-120.




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- D3 – Develop interim Containment plan; implement and verify interim actions




https://openstax.org/details/view/168860/handage

Excerpted from Grace L. Duffy's *Modeling Systems: Continuous and Breakthrough Improvement*, ASQ Quality Press, 2014, pages 119-120.




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- D4 – Determine, identify and verify root causes and escape points.



https://openstax.org/details/view/168860/fishbone


Excerpted from Grace L. Duffy's *Modeling Systems: Continuous and Breakthrough Improvement*, ASQ Quality Press, 2014, pages 119-120.



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- D5- Choose and verify permanent corrections for the problem / nonconformity


Excerpted from Grace L. Duffy's *Modeling Systems: Continuous and Breakthrough Improvement*, ASQ Quality Press, 2014, pages 119-120.



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- D6 – Implement and validate corrective actions


Excerpted from Grace L. Duffy's *Modeling Systems: Continuous and Breakthrough Improvement*, ASQ Quality Press, 2014, pages 119-120.



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- D7 - Take preventive measures

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- D8 – Congratulate the team



Excerpted from Grace L. Duffy's *Multiple Views: Continuous and Breakthrough Improvement*, ASQ Quality Press, 2014, pages 115-116.

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5