



8 Discipline Problem Solving Report

Issue Date:	Initial Response Due Date:	PR #:
Supplier:	Originator:	

Step						
0	<p><u>The Planning Stage:</u> <i>Leviton:</i> Explain why this issue warrants an 8-D method of problem solving. This format is particularly useful when trying to resolve complex problems or problems that have not been resolved using simple techniques (repeat issues of the same problem). This form should be used for severity A or B Problem Reports and for Suppliers with Scorecards with monthly ratings less than 92. This form should not typically be used for Severity C Problem Reports.</p>	<p><u>Is an Emergency Response Action Needed:</u> <i>Leviton:</i> If emergency action is needed, state so here and document action items in the Action Item Table (last page)</p>				
1	<p><u>Establish the Team:</u> <i>Supplier:</i> Establish a small group of people with the process and product knowledge, and authority to solve the problem and implement corrective actions.</p>					
	Function	Name	Phone	e-mail		
2	<p><u>Problem Description:</u> <i>Leviton:</i> Provide enough details of the problem so that the supplier can understand the issue, and use terms that everyone can understand. Describe who, what, when, where why, how, and how many. Is this a Repeat Issue? Yes / No</p>			<p>Insert photo(s) of the Problem</p>		
	Part Number(s):					
	Quantity tested / defective:					
	Found by / during:					
	When / date code:					
	Why is this a problem?					
	<i>Supplier:</i> Provide additional information that may help you define the problem more exactly					
	List data and documents that might help define the problem:					
	Action plan to collect additional information:					
	Prepare process flow diagram: <i>use a separate sheet if needed</i>					
	List of "What we know"					
	List of "What we don't know"					
	3	<p><u>Interim Containment:</u> <i>Supplier:</i> Provide actions to contain the problem until permanent correction is in place</p>			Responsibility	Result
<p>Containment of Parts at Leviton</p> <ul style="list-style-type: none"> • In stock • In all WIP locations • In Finished Goods 						
<p>Containment of Parts at Supplier</p>						

	<ul style="list-style-type: none"> In stock In all WIP Locations 				
	Containment of Parts in Transit				
4	Determining Root Cause: <i>Supplier: Determine Root Cause that created the problem and the Root Cause that allowed the defective product to escape. Below are some suggested methods to help determine root cause,</i>				
	Brainstorm the Cause that created the problem. <i>Fill out the cause and effect diagram or use a separate sheet if needed.</i>		Brainstorm the Cause that allowed the product to escape. <i>Fill out the cause and effect diagram or use a separate sheet if needed.</i>		
	Cause and Effect Diagram				
	How is it made? 		Why did it escape? 		
	5-Why Analysis (creation of problem): Ask – Why did this happen? Ask – Why did this happen? Ask – Why did this happen? Ask – Why did this happen? Ask – Why did this happen?		5-Why Analysis (what allowed this to escape): Ask – Why did this happen? Ask – Why did this happen? Ask – Why did this happen? Ask – Why did this happen? Ask – Why did this happen?		
	Action Plan: <i>After the team's discussion and analysis, document the Root Cause Action Plan to <u>verify and validate</u> the root causes and test the escape point. Document this in the Action Item Table on the last page of this form.</i>				
5	Identifying Permanent Corrective Actions: <i>Supplier: List the solution(s) that address the root cause. Document and Verify the Permanent Corrective Action in the Action Item Table on the last page of this form.</i>				
6	Implementing and Validating the Permanent Corrective Actions: <i>Supplier: Implement and validate the permanent corrective actions to ensure they do what they are supposed to. Look for any undesirable side effects. Return to step 5 if needed. Document the validation in the Action Item Table on the last page of this form.</i>				
7	Prevention from Recurrence: <i>Supplier: Determine what improvements in systems, processes and procedures would prevent the problem from recurring. Ensure that the corrective action remains in place and is successful.</i>				
	Address Similar Processes, Products, Systems: <i>Supplier: List other processes, products, and/or systems that will be covered by the permanent corrective action.</i>				
	Review and Update appropriate Documents / Systems				
	Document		Responsibility	Planned Completion	Actual Completion
	System / Process Procedure				
	Manufacturing Work Instructions				
	Inspection Work Instructions				
	Process Flow Charts				
	Process Control Plans				
	Design FMEA				
	Process FMEA				
Gages					
PPAP					
Maintenance Schedule					
Engineering Change Approval					
8	Congratulate Your Team: <i>Supplier: Celebrate successful conclusion of the problem solving effort. Formally disengage the team and return to normal duties</i>				
	Was this problem solving exercise effective? Has it been verified with a follow-up?				
	Yes/No	Signature / Title / Date		Findings	

