8D PROBLEM SOLVING

1. Use collaborative team approach.

2. Describe the problem (not just symptoms).

3. Interim actions to protect the customer (containment).

4. Identify the root cause (and verify it).

5. Develop alternative solutions (to eliminate root cause).

6. Decide on and verify the best solution (and anticipate any further problems).

7. Action plan to implement solution and prevent recurrence (change systems as needed).

8. Congratulate your team (recognize individual efforts).

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