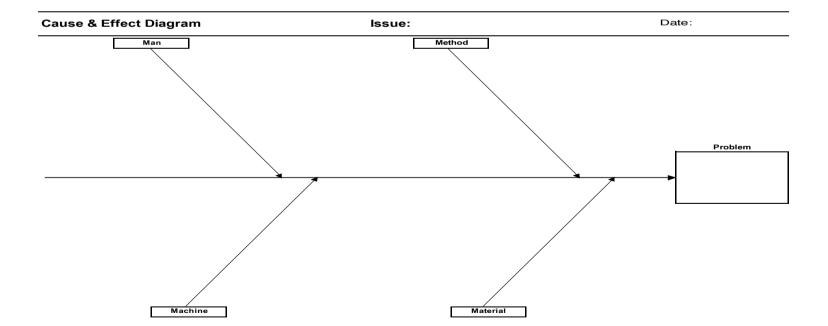
PROBLEM SOLVING ACTION LIST				
ACTION	RESPONSIBLE	DUE DATE	DATE COMPLETE	



ROLLFORMING 8 STEP CONTINUOUS IMPROVEMENT

ROOT CAUSE/CORRECTIVE ACTION FORM

1. Describe or sketch the problem

What are the symptoms of the problem? Specify the problems by identifying in quantifiable terms of what, when, where, why, how, how many, and trends.

2. Risk on similar products or processes

Identify any potential problem that may be introduced to additional products or processes as a result of the original problem (example: broken gage, equipment failure.)

3. Containment actions

Define and implement containment actions to isolate the problem from any internal/external customer until permanent correction action is implemented. (example: quarantine product, audits)

4. Root Cause of Non-conformance.

- a. What are the most likely causes? Identify the top two potential causes to determine the root cause of the problem using the cause and effect tools provided with 8D PSD. (fish bone, 5 why's,)
- b. If applicable, repeat process above to determine why the defect was not detected before being introduced to an internal or external customer. There will be root causes for not detecting the problem independent of the actual problem causes.

5. Ideas for Corrective Action

Have the team brainstorm and determine the best corrective actions that will resolve the problem without causing undesirable side effects. Corrective actions need to be specific to the actual problem being investigated. Lessons learned will address company wide changes to prevent similar problems in other areas.

6. Corrective action plan

Once ideas are in place define and implement the best permanent corrective actions. Monitor and evaluate long-term effects and assign individual tasks with targeted completion dates.

7. Effectiveness of action plan

Validate that the corrective action has been effective with charts, periods of time or repeatable test results. Provide documented test results showing how you have eliminated the potential for the reoccurrence.

8. Lessons Learned

Take a moment to look back at the problem. What lessons can be learned? What changes need to be made to ensure that this and similar problems never happen again? E.g. Systems, procedures, machinery, maintenance, people and training.

TEAM NAME:	TEAM LEADER:	DATE INITIATED:
		TARGET CLOSE DATE:
	TEAM MEMBERS:	ACTUAL CLOSE DATE:
		DATE VERIFIED:
Describe or sketch the problem in detail	4. Investigate and diagnose root cause (use fishbone on back appropriate)	6. Implement permanent corrective action plan - complete problem solving action list on backside
What is the defect?	4a. Top 2 most likely causes of non-conformance	
Where did it happen?	1. 2	6a.
When was it discovered?	Why? Why?	6b.
	Why? Why? Why?	
How big is the problem? (Quantify in pieces, dollars, etc)	Why? Why?	
La (L.C. and an analysis)	Why? Why?	
Is this a recurrence?		7 Prevention/Verification: Demonstrate effectives of action plan-tracking
	4b. Top 2 most likely causes of non-detection (if applicable)	chart, time study, process flow chart, control plan, print, gage, supplier
2. Risk on similar products and processes	Top 2 most intery oddoco or non detection (ii applicable)	follow up:
2. Nisk on similar products and processes		_
	Why? Why?	
3. Containment actions	5. List / Select Corrective Action	8 Team Recognition/ Lessons learned
	5a . (Relates to 4a.)	A. Date/ Method of Team Recognition:
	1. 2	D. I account learned and have about
	3.	B. Lessons learned and how shared:
	5b . (Relates to 4b.)	2.
		3.
	3.	
	1 1	

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