

Step	Main tasks	Tools	Results
Step 1: Team formation	<ul style="list-style-type: none"> - Establish problem solving team (incl. Leader) - Team members should be product and process experts 	8D-Report form	The problem solving team has been defined.
Step 2: Problem description	<ul style="list-style-type: none"> - Describe problem (complement if necessary) - Contain problem 	Inspection chart, Histogram, Pareto chart, Claim-Questionnaire	The problem is clearly described and differentiated.
Step 3: Take immediate measures	<ul style="list-style-type: none"> - Remove defective parts from supply chain (Stock, work in progress, transit,) - Maintain ability to deliver 	Work schedule and inspection plan	The defect is contained and the customer has received remedy.
Step 4: Root cause analysis	<ul style="list-style-type: none"> - Determine possible root causes - Show cause & effect correlation 	Fishbone diagram, Progression diagram, Correlation diagram, 5-Why, Brainstorming	The main root cause is identified.
Step 5: Implement corrective actions	<ul style="list-style-type: none"> - Develop, assess and select possible corrective actions - Validate selected corrective actions 	FMEA, Validation plan, Process capability study	The corrective actions are validated and effective.
Step 6: Confirm effectiveness	<ul style="list-style-type: none"> - Incorporate corrective actions - Suspend short term actions 	Work schedule, inspection plan, training plan	Corrective actions are sustainably implemented into the organization.
Step 7: Implement preventive actions	<ul style="list-style-type: none"> - Make findings accessible to the organization 	Design guideline, Audit checklist, FMEA	Consolidated findings are transferred to matchable products and processes.
Step 8: Team recognition (Complete problem solving process)	<ul style="list-style-type: none"> - Prove effectiveness of implemented actions - Congratulate the team - Conclude the problem solving process 	8D-Report form	The problem solving process is formally completed. The learning culture has been promoted.