



Apply the 8-Step Problem Solving Process

Step 1

Clarify and validate the problem.

- What is the problem?
- Where did the problem occur?
- When did the problem occur?
- What is the significance of the problem?

Step 2

Break down the problem and identify performance gaps.

- Do we have enough information, or is more analysis needed?
- What is the gap between the current performance and the customer's requirements?
- Does the data point to any specific root causes?
- Does the data indicate a bottleneck or constraint?

Step 3

Set B-SMART improvement targets.

- Balanced?
- Specific?
- Measureable?
- Attainable?
- Results-focused?
- Timely?

Step 4

Determine root causes.

- Which root cause analysis tool is appropriate?
- What root cause(s) do the tools suggest?
- Will tackling the root cause(s) improve the performance gap?
- Will tackling the root cause(s) eliminate the problem?

Step 5

Develop countermeasures.

- Common reports and templates for sharing information?
- Most practical and effective?
- Clear and detailed action plan?
- Involvement by stakeholders?

Step 6

See the countermeasures through.

- Reduce waste?
- Eliminate bottlenecks?
- Reduce variation and errors?
- Overhaul how work is done?

Step 7

Confirm results and process.

- Results relative to the performance gaps in step 2?
- Performance relative to the B-SMART targets?
- Correct root cause(s) identified?

Step 8

Standardize successful processes.

- How can improvements be standardized?
- How should lessons be communicated?
- Were new opportunities or problems identified?

career^{tech}



OKLAHOMA
WORKS

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7

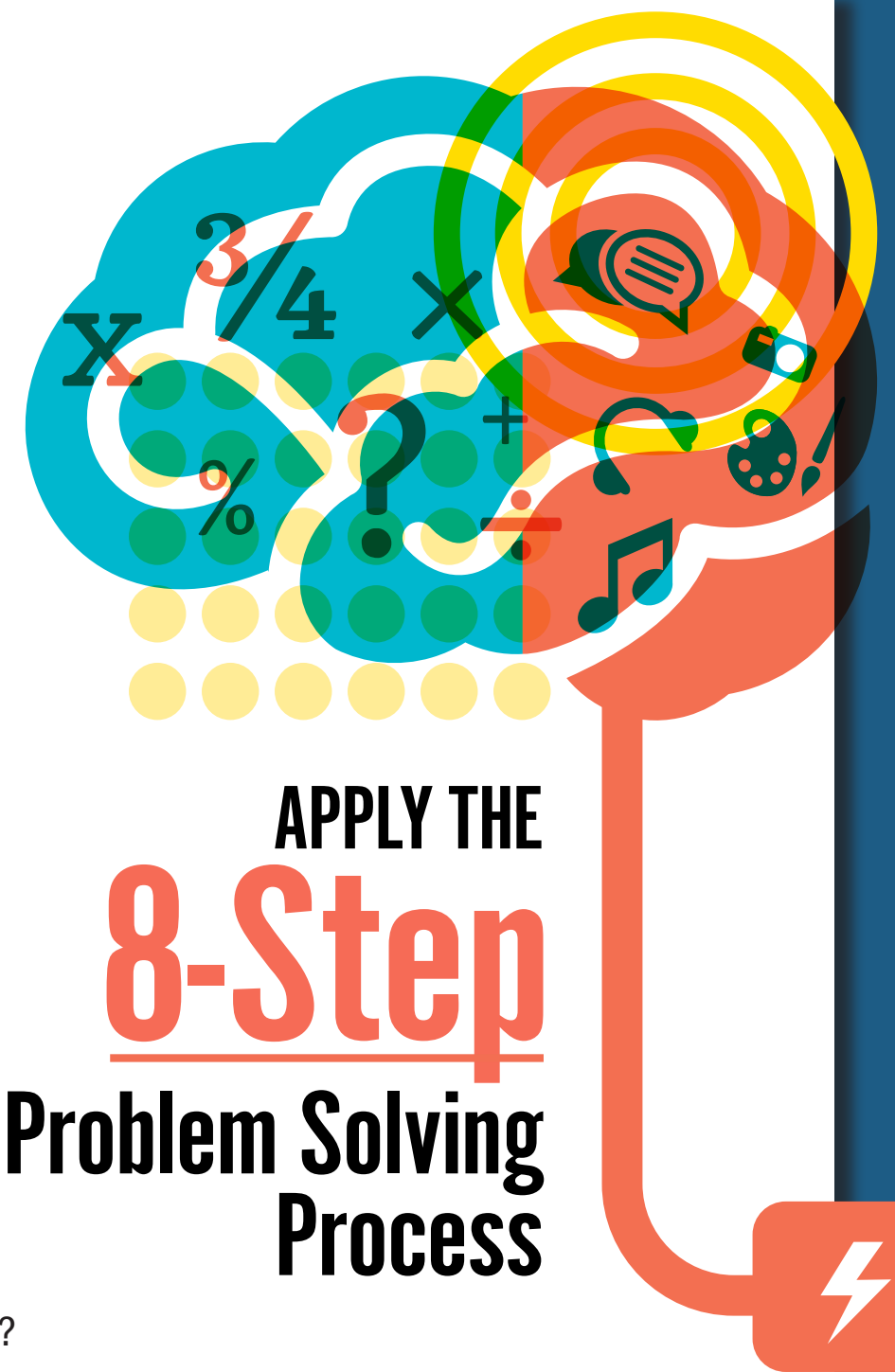
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APPLY THE 8-Step Problem Solving Process



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