8D WORKSHEET TEMPLATE

Use this worksheet to solve a problem using Ford's Eight Disciplines (8D) approach. Each section requests information relevant to one of the disciplines.

D1 TEAM MEMBERS

Who is going to be part of the problem-solving team and who will lead it? What skills and roles are needed?

D2 DESCRIBE THE PROBLEM

Summarize the problem. Give details on when and how often it occurs? Describe how the problem manifests including any data to document the problem. Is there any history that is relevant to the problem?

D3 INTERIM CONTAINMENT ACTION

Are there any mitigating steps that can be taken while problem-solving is taking place? What temporary measures can prevent the problem from worsening until a permanent solution is identified?

D4 IDENTIFY THE ROOT CAUSE

List all possible root causes for the problems. Use root cause analysis techniques such as Five Whys to identify these.

D5 DEVELOP CORRECTIVE ACTION

What permanent solution or solutions could be implemented? Is there a deadline? How will you know if it is effective?

D6 IMPLEMENT PERMANENT CORRECTIVE ACTION

Describe the steps you will take? Who is responsible? When is the deadline?

D7 PREVENTATIVE MEASURES

What measures can be implemented to prevent a similar problem? Are there any lessons that can be applied elsewhere? Document any learning that came from this process.

D8 CONGRATULATE THE TEAM

Express appreciation. What reward would be meaningful to the team? How could this help with future problem solving?

DISCLAIMER

Any articles, templates, or information provided by Smartsheet on the website are for reference only. While we strive to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability with respect to the website or the information, articles, templates, or related graphics contained on the website. Any reliance you place on such information is therefore strictly at your own risk.