

Assemble team & define the problem

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| **Idea / problem / issue** | Brief description (measurable terms where applicable) | | | |
| **Originator** | Insert Name | Insert Role | **Date** | Insert Date |

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| \*D0\* Emergency response actions and planning |
| **Emergency response actions if applicable**  xxxx  **Plan for solving the problem, including timescale and resources required**  xxxx |

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| \*D1\* Team members: include experts, stakeholders, impacted parties etc. as required. | | | | | |
| Name | Facilitator / Team Lead | Role |  | Company |  |
| Name | Originator | Role |  | Company |  |
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| \*D2\* Definition of the problem / opportunity |
| **Problem statement**  xxxx  **Summary of the description of the problem:**  xxxx |

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|  | **IS** | **IS NOT** |
| **Who** | **Who is affected by the problem?**  **Who first observed the problem?**  **To whom was the problem reported**? | **Who is not affected by the problem?**  **Who did not find the problem?** |
| **What** | **What type of problem is it?**  **What has the problem (part id, lot #s, etc)?**  **Do we have physical evidence of the problem?** | **What does not have the problem?**  **What could be happening but is not?**  **What could be the problem but is not?** |
| **Why** | **Why is this a problem?** | **Why is it not a problem?** |
| **Where** | **Where was the problem observed?**  **Where does the problem occur?** | **Where could the problem be located but is not?**  **Where else could the problem be located but is not?** |
| **When** | **When was THIS problem noticed**?  **When has it been noticed since?** | **When could the problem have been noticed but was not?** |
| **How Much/ Many** | **Quantity of problem?**  **How much is the problem costing in pounds, people, & time?** | **How many could have the problem but don’t?**  **How big could the problem be but is not?** |
| **How Often** | **What is the trend (continuous, random, cyclical)?**  **Has the problem occurred previously?** | **What could the trend be but is not?** |

Interim Containment Actions

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| \*D3\* Implement & Verify Interim Containment Actions (ICAs) |
| * Are there actions that need to be implemented immediately to: * protect the business? * prevent escalation of the issue(s)? * temporarily improve or resolve the issue(s)? * Outline action plan to contain the problem. * Follow up and verify that the containment actions have been implemented effectively   ***Implement Containment Actions:***   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | # | Immediate & Containment Action | When - Started | When - Finished | Who | Evidence – Link to evidence in Sharepoint | Status  (Not started, initiated, completed) | | 1 |  |  |  |  |  | Initiated | | 2 |  |  |  |  |  | Completed | |  |  |  |  |  |  | Not started |   ***Verify effectiveness of containment actions:***   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | # | Action – Verify effectiveness of containment action | When - started | When - finished | Who | Evidence – Link to evidence in Sharepoint | Status  (Not started, initiated, completed) | | 1 |  |  |  |  |  |  | |

Identify root causes

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| **\*D4\* Identify & Verify root cause(s** | | |
| Tools used | | **Approach taken** |
| Brainstorming |  | Select tools to be used and describe how the root cause analysis has been conducted. |
| Boundary diagram |  |
| Cause & effect (Fishbone) |  |
| 5 whys |  |
| Data collection & analysis |  |
| Process mapping |  |
| Other (please specify) |  |

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| Root cause(s) Identified |
| Clear statement as to how the root cause(s) lead to the problem. |

Determine Solution

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| \*D5\* Identify & Verify Permanent Corrective Actions (PCAs) |
| Correction – Correct the problem.  Prevention – Prevent the root cause from occurring (remove the root cause)  Consider: Like to do vs. Must do  Ranking and rating of potential solutions |

Implement solution

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| \*D6 \* Action Plan to implement & Validate PCAs |
| Implement & validate PCAs.   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | # | Action | Corrective / Preventive | When - Started | When - Finished | Who | Evidence – Link to evidence in Sharepoint | Status  (Not started, initiated, completed) | | 1 |  |  |  |  |  |  | Not started | | 2 |  |  |  |  |  |  | Initiated | | 3 |  |  |  |  |  |  | Completed | | 4 |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | |

Outcome

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| **Results** | **Benefits** |
| Monitor for improvement for a period of time. If problem still exists repeat the process. | Measured and quantified e.g. time, cost etc. |

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| \*D7\* **Prevent recurrence of the Problem/Root Cause** | In CEMAR? | Yes / No |
| How will the learning be communicated / applied to prevent recurrence of the problem? | | |

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| \*D8\* Recognition |
| How will the originator / team be recognised, and the output communicated |