

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 |  |
| Name |  | 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:***

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| # | 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:***

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| # | Action – Verify effectiveness of containment action | When - started | When - finished | Who | Evidence – Link to evidence in Sharepoint | Status (Not started, initiated, completed) |
| 1 |  |  |  |  |  |  |

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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.

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| # | 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 |  |  |  |  |  |  |  |
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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 |