Kaman Music - Problem Solving Worksheet

Date begun:_____

1. Define the problem

A. Describe the problem:

B. With whom have you discussed this and who needs to be involved in the solution?

C. Size of the problem, in number:

D. PONC calculated to be:

E. The Measure of Completion will be:

F. When must this problem be solved, permanently?

2. Fix the problem, (temporarily)

3. Locate the root cause(s)

4. Take corrective action on some or all root causes

5. Evaluate and follow-up

A. Is the corrective action in place?

B. Has the problem been eliminated?

C. Measurement of the problem after one month:

- two months:

- three months:

Problem solved by:_____ Date:_____

Removal confirmed bycustomer:_____ Date:_____

The Five Step Method of Problem Solving

Define the problem

Describe the nonconformance

Who should be involved in the solution?

Size of the problem:

Measurement

PONC

Measure of completion is the answer to the question "When will we know we have solved the problem.

By when must this problem be permanently solved?

Fix the problem

Put a temporary fix into the process to make sure the customer does not receive nonconforming product or service.

Measure the fix to determine its effectiveness and cost.

Locate all possible root causes

Brainstorm any possible root causes.

Requirements review

Threads of similarity

Opportunities for error

Cause and effect diagrams

Take corrective action on one or all root causes.

Identify choices of root causes to act upon, using Pareto analysis

Formulate possible corrective actions

Select the appropriate type of corrective action

Plan implementation of corrective action and communicate the plan(s)

PERT charts or Gantt charts

Memos and verbal communication

Implement the plan

Evaluate and follow up

Evaluate:

Is the corrective action in place?

Has the action eliminated the problem it was intended to eliminate?

Has the measure of completion been met?

Follow up:

Has the change in the process been properly documented through ECN's, PCN's, inspection checklists and blueprint changes?

Process audits to be sure the procedures are as we believe they are

Surveys:

With customers to determine whether they are receiving the required output

With suppliers to determine whether they are able to consistently produce the required input

With individuals within the process to determine what affect the changes have on their ability to produce the required output

Informal reviews:

Posters reminding everyone of the change

Memos posted on bulletin boards

Notification in the company newsletter

Reminders in departmental meetings

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