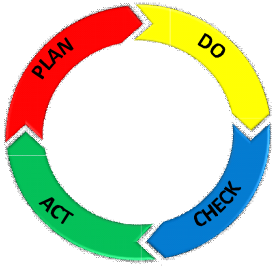


# BASIC PROBLEM SOLVING

## COUNTERMEASURES WORKSHEET

Use this form to document the analysis, problem solving, and actions taken to address a problem identified by the team.

| <b>Metric Affected</b>                         |                              | <b>Target</b>   | <b>Actual</b>                          | <b>Gap</b>                   |                              |
|--|------------------------------|---|--|------------------------------|------------------------------|
| <i>If applicable, list the metric affected</i> |                              | <i>What performance level do we expect?</i>   | <i>What performance level occurred</i> | <i>How large is the gap?</i> |                              |
| <b>P<br/>L<br/>A<br/>N</b>                     | <b>Box 1: Define Problem</b> | <i>What data do we have and what have we observed?<br/>                     What do we know?<br/>                     What don't we know?<br/>                     Select the appropriate tools for analysis/problem breakdown: Process Map, Data Collection, Pareto Analysis</i> |  |                              |                              |
|  | <b>Box 2: Causes</b>         | <i>Explore the potential causes<br/>                     Perform five why analysis</i>  |  |                              |                              |
|  | <b>Box 3: Solutions</b>      | <i>Explore solutions to address the root cause<br/>                     Consider risks<br/>                     Evaluate all solutions for compliance with policies and laws<br/>                     Consider impact/difficulty of solutions</i>                                 |  |                              |                              |
| <b>D<br/>O</b>                                 | <b>Box 4: Standardize</b>    | <b>Actions</b>  | <b>Owner</b>                           | <b>Due Date</b>              | <b>Completion Date</b>       |
|  |                              |   |  |                              |                              |
|  |                              |   |  |                              |                              |
|  |                              |   |  |                              |                              |
|  |                              |   |  |                              |                              |
|  |                              |   |  |                              |                              |
|  |                              |   |  |                              |                              |
|  |                              |   |  |                              |                              |
| <b>C<br/>H<br/>E<br/>C<br/>K</b>               | <b>Box 4: Standardize</b>    | <b>Measure Results</b>  | <b>Target</b>                          | <b>Actual</b>                | <b>Adapt/ Adopt/ Abandon</b> |
|  |                              |   |  |                              |                              |
|  |                              |   |  |                              |                              |
| <b>A<br/>C<br/>T</b>                           | <b>Box 4: Standardize</b>    | <b>Standardize Process</b>  |  |                              |                              |
|  |                              | Create standardized work: <ul style="list-style-type: none"> <li>● Document</li> <li>● Display</li> <li>● Deploy</li> </ul>   |  |                              |                              |



## PDCA STEPS

### Plan

- Clearly define the problem
- Identify the goal and set a target
- Determine root cause
- Develop countermeasures

### Do

- Implement countermeasures

### Check

- Check results

### Act

- Standardize process