8 STEP PROBLEM SOLVING PROCESS:
Strategic Plan Action Team Report Template

Step and objective	Tools used	Report Data:
Step 1: Clarify the Problem		
Why am I looking at this problem? What is the problem? Who is interested in the problem? What benefit does solving this problem have for me? How does it help to address the goals of the business?	Voice of the customer Stakeholder analysis Is/is not analysis	
Step 2: Breakdown the Problem		
What is the size of the problem? What data do I have? What are the component parts of this problem? How much will I address at this point?	Process mapping, data collection, run chart, bar chart, histogram, box plot	
Step 3: Set the Target.		
What outcome do I want? Visualise the desired results. Using the data, set a measurable and realistic goal.	Goal setting. Agreement with stakeholders on outcome	
Step 4: Analyse the Root Cause		
Clarify the root cause. Consider as many potential cause factors as possible.	Interviews, 5 whys, cause and effects analysis, regression & correlation, process capability analysis	
Step 5: Develop Countermeasures		
List as many potential countermeasures as possible. Identify an effective countermeasure that directly addresses the root cause.	Brainstorming Team discussion	
Step 6: Pick a Countermeasure and implement		
Select the most practical and effective countermeasure. Create a clear and detailed action plan. Implement quickly.	Action plan Gantt chart	
Step 7: Monitor Results & Process		
Monitor progress and report findings to stakeholders. It may require more than one attempt to get the desired result. Mistakes are an important part of the learning process.	Run chart, control chart	
Step 8: Standardize & Share Success		

Document the new process and set as new standard. Share the new standard through Horizontal deployment. Reflect and celebrate success. Start the next Improvement!	Standard work	