

Practical Problem Solving Report (PPSR)

Author:		Phone No:	Date:
Shift:		Problem found by:	
Program:		Verification Station	____ Maintenance ____ Production
Tracking # (if applicable)		Other	____
		Customer:	
		# Items Found:	

Safety	Quality	Delivery	People	Cost	Other
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Mark Sections or Questions that do not apply "N/A"

(1) Problem Description: <u>General</u>	Select	(3) Sketch: (Actual Part / Process Flow)
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(2) Problem Definition (Real Problem): <u>More specific</u>	(4) Point Of Cause - (Walk the PROCESS back to where problem is first occurring)
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(5) Quality

What is the Standard:

Deviation: (Product Nonconformance)

How Often does this occur:

(6) PROTECT-Internal Containment:	Contain	External req. Y / N	Who	Due Date	RYG	BREAK POINT

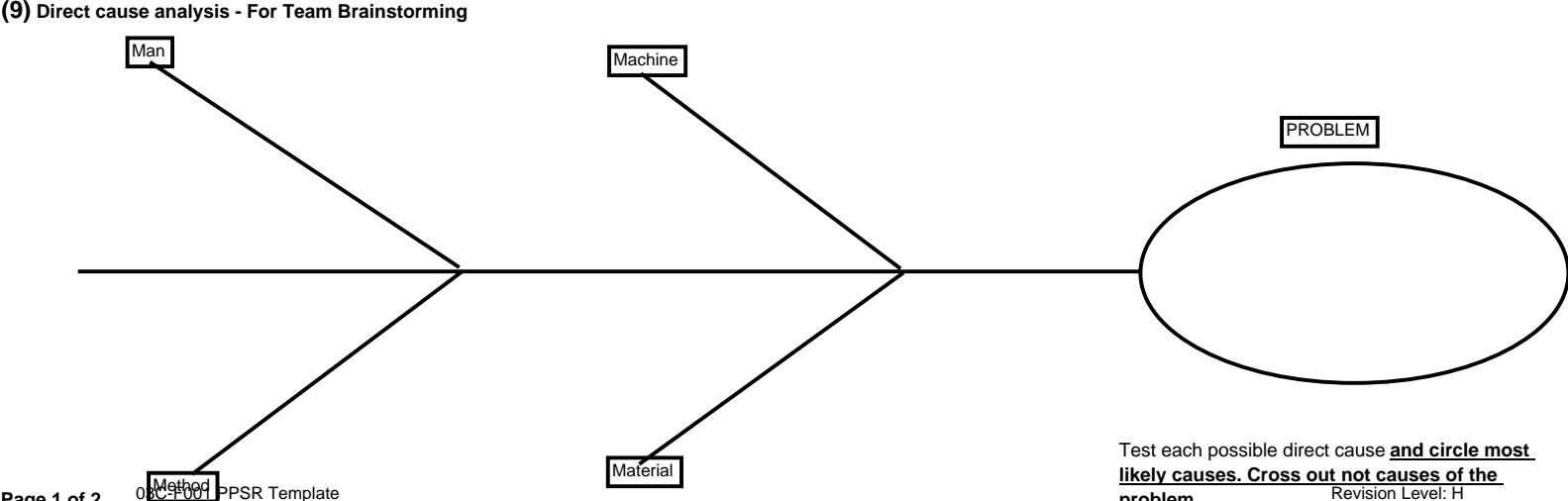
(7) For Quality Problems answer the following questions:

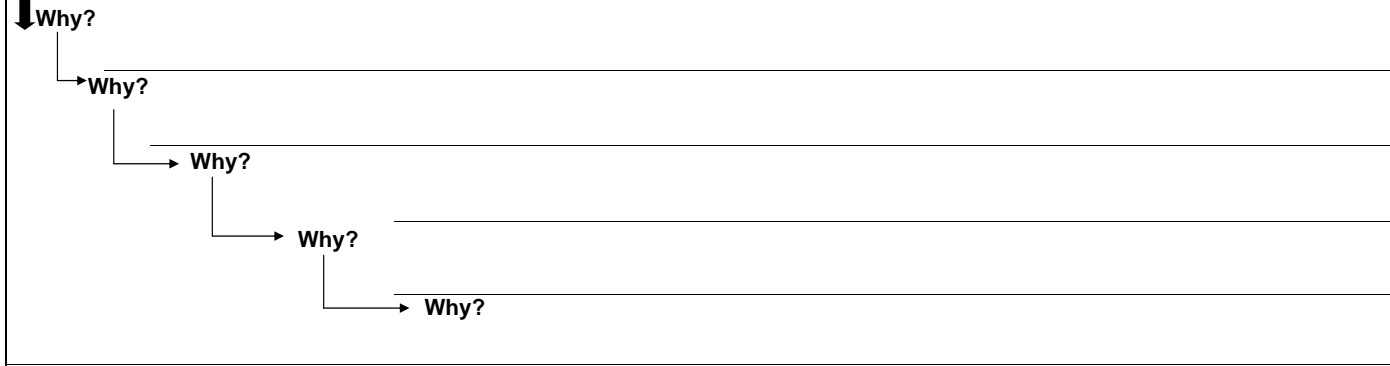
Y	N

Y	N

Describe abnormal event:

(8) If Yes for all 16 questions proceed to Direct Cause Analysis with a Team (Step 9):
If answers to questions 1-16 are a No, complete 5 Why Analysis on next page for each NO (There ere additional 5 WHY questions on page 3)





List Most Probable Cause(s):

(11) PREDICT: Was this failure mode analyzed in the PFMEA? What was the RPN #

What System failure caused the nonconformance?

(12) Proposed Solution: Brainstorm Possible solutions. Select the most cost effective. (Develop Data Collection Plan if needed)

(13) Intermediate Action Plans <i>(not containment)</i>	Who	Due Date	Break Point	Status (R/Y/G)

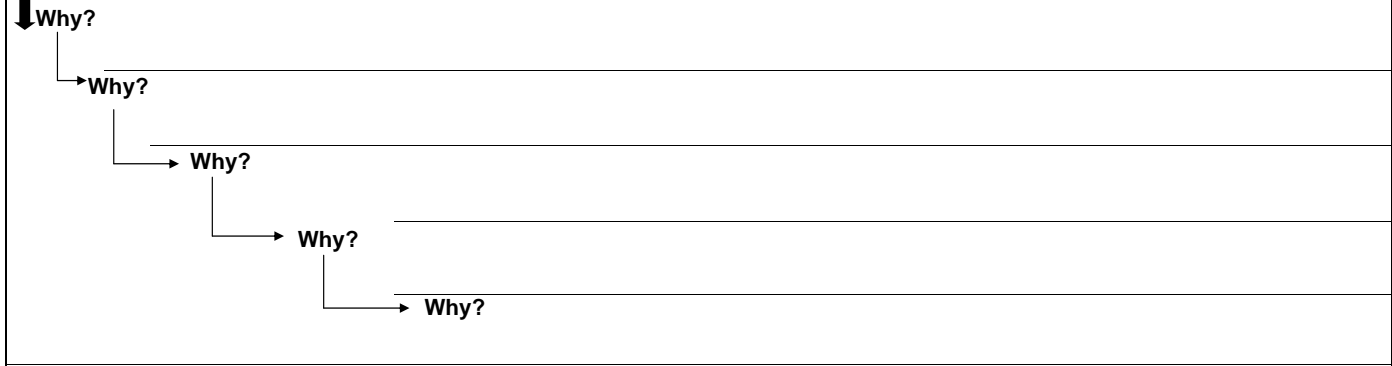
(14) Long-Term Corrective Actions.	Prevent	Who	Due Date	Break Point	Status (R/Y/G)

Issue Resolved satisfactorily? 1) YES, Issue closed
2) No, assigned to _____

(15) Lessons Learned: (What was learned that can be shared) *"Send Copy of Problem Solving Form to"*
 Could the communication of this problem and its fixes possibly prevent other Departments / Plants from incurring the same problem?
 Yes _____ No _____

(16) Verification & Resolution Questions:
 Has this reoccurred ? Y N N/A
 Has the job instruction been updated ? Y N N/A Date Updated: _____ Mfg Engineer: _____
 Have the PFMEA & Control Plans been updated ? Y N N/A Date Updated: _____ Quality Engineer: _____
 Have we communicated with Team Members Effectd on all shifts? Y N N/A

(17) Team Members Involved	APPROVALS	
	Team Leader / Supervisor	Area Manager / Quality Engineer / Mfg. Engin



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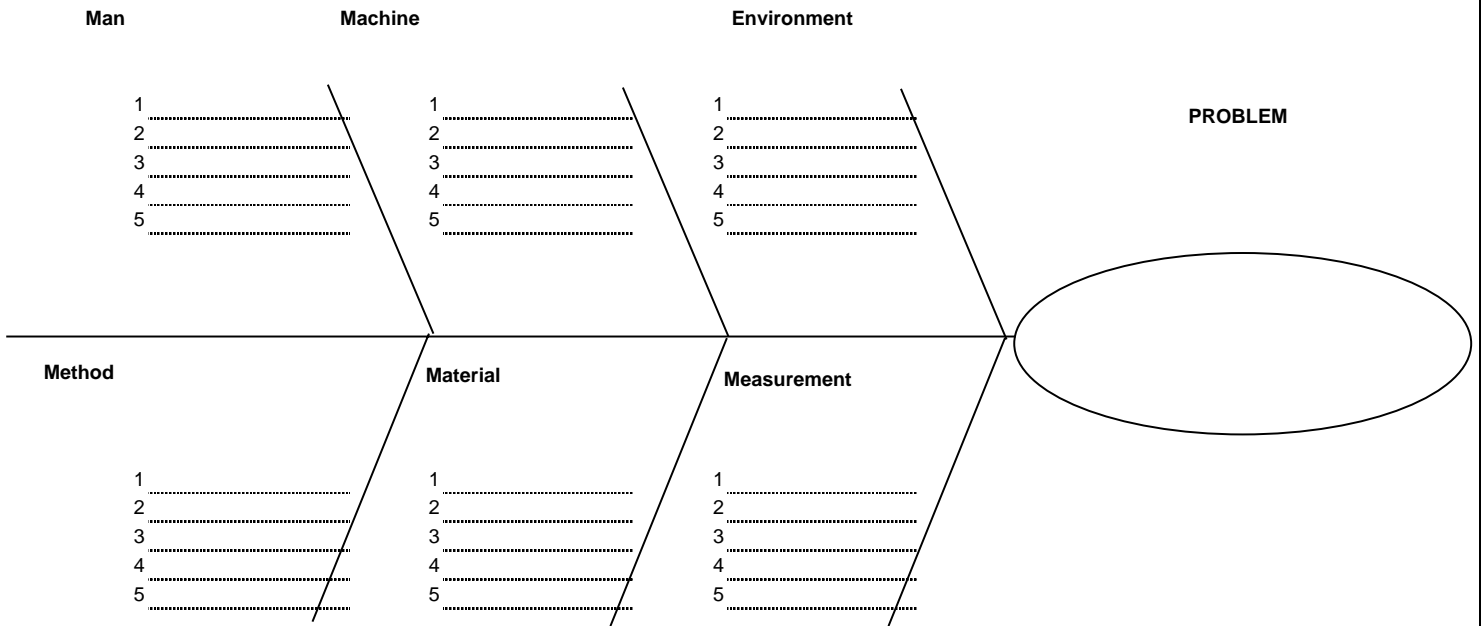
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REPORT #

Direct Cause Analysis: (Fishbone)

FINAL ROOT CAUSE DUE WITHIN 10 CALENDAR DAYS

1) Indicate possible direct causes (2) Circle most likely direct (2) Circle most likely direct causes.



Test Each	(✓)	(?)	(CROSS OUT)
	Direct Cause of the Problem	Possible Direct Cause	Not a cause of the problem

TEST POSSIBLE DIRECT CAUSES FROM FISHBONE

Intermediate Action Plans <i>(not containment)</i>	Who	Target Complete	Actual Complete	Status
				⊕
				⊕
				⊕
				⊕
				⊕
				⊕
				⊕
				⊕
				⊕
				⊕
				⊕
				⊕

Key for Status:	Not started	Identified	Implemented	Feedback	Closed
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