SAPS-9D Structured Problem Solving Cheat Sheet

by [deleted] via cheatography.com/2754/cs/12463/

Introduction

Using 9 steps from root cause to permanent solution.
By understanding the concept and disciplines of SAPS and the methodology and tools that can be implemented, problems can be quickly dealt with. The key is to recognize the importance of team selection (the required skills of individual roles within the team to achieve effective teamwork) and the need for transparency (in all affected areas of the business) of data collection, and how this analysis leads to the logic of decision-making.

Credit: http://www.xrwales.co.uk/structured-problem-solving/

Step 1: Establish the Team

- Roles & responsibilities
- Knowledge & authority
- Management commitment & leadership
- Clarity of objectives & team ownership

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Step 2: Describe the Problem

Understand how to establish a problem profile

- Involvement of the customer
- Time-line graphing
- Process definition & data collection through the use of the seven quality tools

Step 3: Process risk

Containment Action

- Action planning
- Testing decisions
- Time-scales
- Protecting the

Step 4: Define & Verify Root Cause

Define & Verify Root Cause for Occur & Escape – Brainstorming

- The 5 Whys
- Ishikawa diagrams
- Testing decisions
- Verification techniques
- Trials in the organisation
- Root Cause Paths
- Answering key questions

Step 5 – Select Permanent Corrective Action

Decision making, the assessment of the criteria & the risks ● Identify criteria for givens and wants

- Generate alternatives
- Risk analysis

Step 6: Implement Permanent Corrective Action

Implementation planning

- Protecting the plan
- Contingency planning
- Process monitoring
- Formalizing changes

Step 7: Prevent Recurrence

Changes to management systems

- Operating systems & procedures
- Communications
- Identification of opportunities for improvement
- Celebration, the importance of recognizing collective achievement

Step 8: Capture Process Improvement Opportunities

Capture Process Improvement Opportunities – Identify changes, reinforcements & improvements

- Review recommendations
- Coordinate necessary actions
- Implement the improvement plan & evaluate the results
- Link validated improvement results to the product development process

Step 9: Learning Points & Congratulate Team

Recognise the Team's collective Problem Solving efforts

- Review lessons learned
- Ensure implementation has occurred
- Determine appropriate recognition for the Team

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