Global 8D – Is/Is Not Problem Analysis

Problem Statement: *(What is wrong with what?)*
Blue pens Leaking

	Problem Description	IS	Logically could be but: IS NOT	Get Information or Data
WHAT	What Object	*Blue pens*	*Any other colour*	
	What Defect	*Leak*	*Drying out Over-fill*	
WHERE	Where on Object	*From the tip*	*From the cap From the barrel*	
	Where first observed	*In the stores in finished packs*	*In the assembly area At customers*	
	Where seen since	*In Packing area End of assembly*	*Nowhere else*	
WHEN	When First Observed	*Last Monday*	*Before last Monday*	
HOW BIG	What Pattern Since	*Constant*	*Increasing or decreasing*	
	How Many Affected	*15% of finished product*	*More or less than 15%*	
	What Size	*Slow leak (0.5 ml per hour)*	*More or less volume*	
	Defects Per Object	*Leaking from one area around the tip only*	*Leaking all around the tip*	
	Trend	*?*		*Need to collect data*