

5W2H — Problem Description (8D step D2)

Problem / report no.: _____

Prepared by: _____

Date: _____

Facts only. No causes, no proposed fixes — those belong in D4 and D5.

	Question	Answer	Evidence / source
What	What exactly is the problem? What object, what deviation?		
Why	Why is it a problem — what does it cost, who is affected?		
Where	Where was it detected, and where on the object or in the process?		
When	When was it first seen? Since when, how often, what pattern?		
Who	Who detected it and who is affected? (roles, never blame)		
How	How does it show up? How was it found — inspection, complaint, alarm?		
How much	How many units, how often, what trend, what is the target?		

Problem statement (one sentence, built from the answers above):

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