

Is / Is Not — Problem Specification (8D step D2)

Problem statement: _____

Prepared by: _____

Date: _____

Fill IS and IS NOT from evidence only. Then ask what is different about the IS, and what changed in or around that difference — that is where causes hide.

Dimension	Question	IS	IS NOT	Distinction	Change
		What we observe	What could reasonably be affected, but is not	What is different about the IS?	What changed in or around that difference?
What	What object, part or product?				
What	What is the defect or deviation?				
Where	Where geographically — which site, line, cell?				
Where	Where on the object does it appear?				
When	When was it first observed?				
When	When in the process or lifecycle?				
When	What is the pattern — continuous, intermittent, every nth?				
Extent	How many objects are affected?				
Extent	How many defects per object?				
Extent	What is the trend — rising, flat, falling?				