

Problem Profile Analysis

Problem Definition:
(What is wrong with what)

	<i>Effects Data</i>		<i>Get more information on:</i>
	Effects Present	Effects Absent	
WHAT			
<ul style="list-style-type: none"> • what object 			
<ul style="list-style-type: none"> • what defect 			
WHERE			
<ul style="list-style-type: none"> • where seen on object 			
<ul style="list-style-type: none"> • where seen geographically 			
WHEN			
<ul style="list-style-type: none"> • when first seen 			
<ul style="list-style-type: none"> • when seen since first time 			
<ul style="list-style-type: none"> • when seen in the sequence of the process 			
<ul style="list-style-type: none"> • when seen in the operating cycle of the object 			
<ul style="list-style-type: none"> • when seen in the life cycle of the object 			
HOW BIG			
<ul style="list-style-type: none"> • how many objects have the defect(s) 			
<ul style="list-style-type: none"> • how many / much defect(s) per object 			
<ul style="list-style-type: none"> • what is the trend of the defect 			

Investigation Analysis I

Problem Definition:
(What is wrong with what)

	1. List any identified Uniqueness and any related Changes which are linked to the Effects Present	Date or Time	2. Possible Cause Theories	
WHAT • what object			A.	
• what defect				
WHERE • where seen on object				B.
• where seen geographically				
WHEN • when first seen				C.
• when seen since first time				
• when seen in the sequence of the process				
• when seen in the operating cycle of the object				
• when seen in the life cycle of the object				E.
HOW BIG • how many objects have the defect(s)				
• how many / much defect(s) per object				
• what is the trend of the defect				

Investigation Analysis II – Test Matrix

3. EFFECTS DATA	Possible Causes				
	A.	B.	C.	D.	E.
WHAT • what object					
• what defect					
WHERE • where seen on object					
• where seen geographically					
WHEN • when first seen					
• when seen since first time					
• when seen in the sequence of the process					
• when seen in the operating cycle of the object					
• when seen in the life cycle of the object					
HOW BIG • how many objects have the defect(s)					
• how many / much defect(s) per object					
• what is the trend of the defect					

4. Plan to Verify Root Cause:

- Test: "How do you explain why only the 'effect present' is observed and never the 'effect absent'"
- + Fully explains why only the 'effect present' and not/never the 'effect absent'
 - Cannot explain why the 'effect present' or 'effect absent' is both
 - ? Explains with a reasonable assumption but needs to be verified