






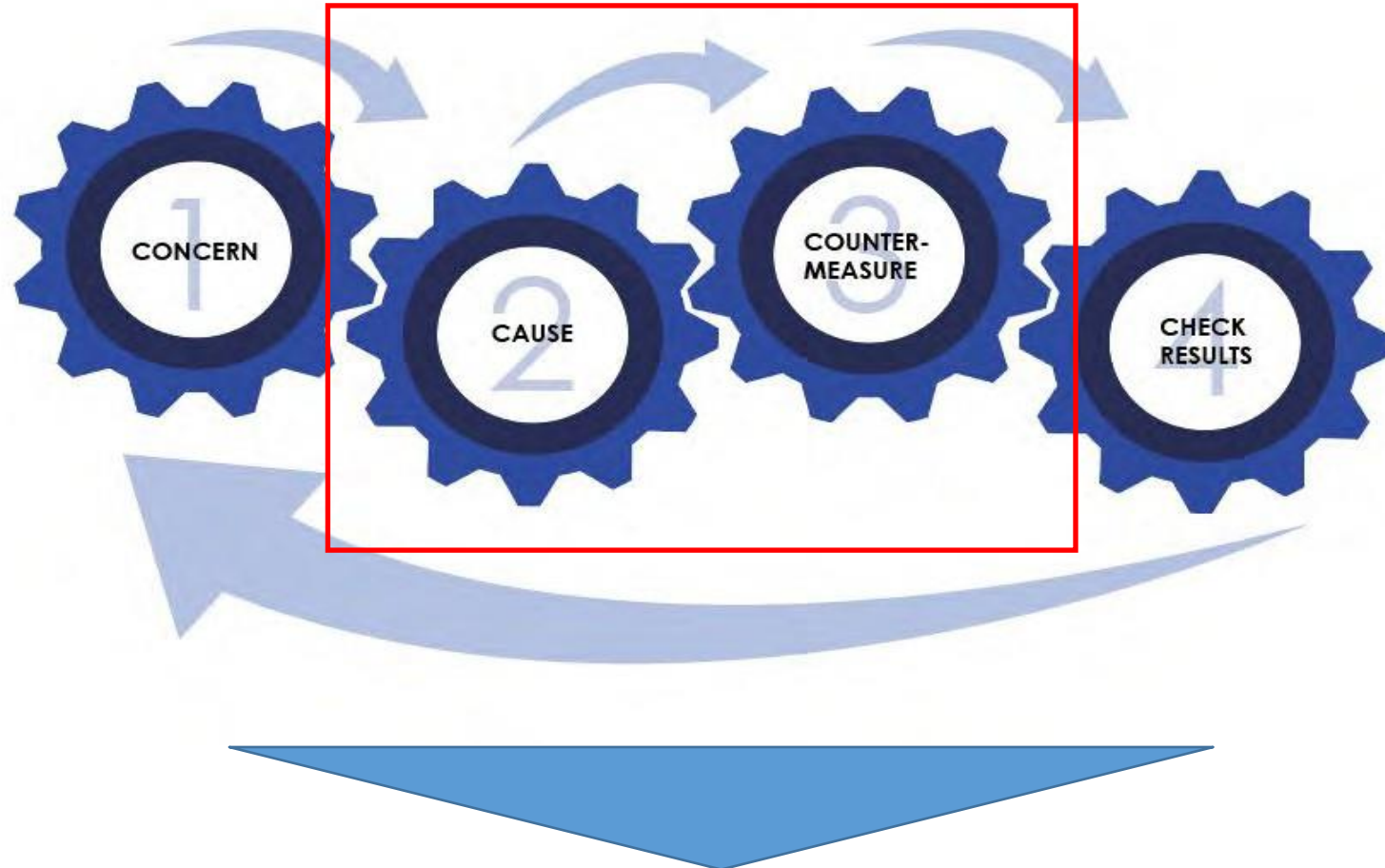
| Location        |                              | SQDIC+P 5S Metric |                                      | 4C (Level 1 Problem Solving) |  |                 | PEOPLE CENTRED EXCELLENCE |        |   |
|-----------------|------------------------------|-------------------|--------------------------------------|------------------------------|--|-----------------|---------------------------|--------|---|
| Month           |                              |                   |                                      |                              |  |                 |                           |        |   |
| Date/Who Raised | Concern Description / Sketch |                   | Containment / Countermeasure Actions |                              |  | Who will do it? | Due Date                  | Status |   |
| Date Raised:    |                              |                   | Containment Required                 |                              |  |                 |                           |        | ⊕ |
| Who Raised:     |                              |                   | Countermeasure Action (Root Cause)   |                              |  |                 |                           |        | ⊕ |
| Date Raised:    |                              |                   | Containment Required                 |                              |  |                 |                           |        | ⊕ |
| Who Raised:     |                              |                   | Countermeasure Action (Root Cause)   |                              |  |                 |                           |        | ⊕ |
| Date Raised:    |                              |                   | Containment Required                 |                              |  |                 |                           |        | ⊕ |
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| Date Raised:    |                              |                   | Containment Required                 |                              |  |                 |                           |        | ⊕ |
| Who Raised:     |                              |                   | Countermeasure Action (Root Cause)   |                              |  |                 |                           |        | ⊕ |

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STATUS KEY

|   |   |   |   |   |  |   |   |   |   |
|---|---|---|---|---|--|---|---|---|---|
|  | <b>PROBLEM:</b> Concern identified+Name of raiser+Date Raised |  | <b>PLAN:</b> Plan in place to contain/countermeasure the problem raised+Owners+Due Dates agreed |  | <b>DO:</b> Containment/Countermeasure action implemented |  | <b>CHECK:</b> Check completed to ensure the Containment/Countermeasure has been effective and resolved the issue raised |  | <b>ACT:</b> Any further actions required to close the problem out following the 'CHECK' phase fully completed+solution shared with other W/Stations if required |
|---|---|---|---|---|--|---|---|---|---|

# 4C: Rapid Problem Solving for Minor Issues



**Minimal (if any) documentation involved. No A3's. Mainly discussion, thinking, rapid action & follow up.**

# 4C Thinking in Practice



Rapid Problem Solving / Troubleshooting:

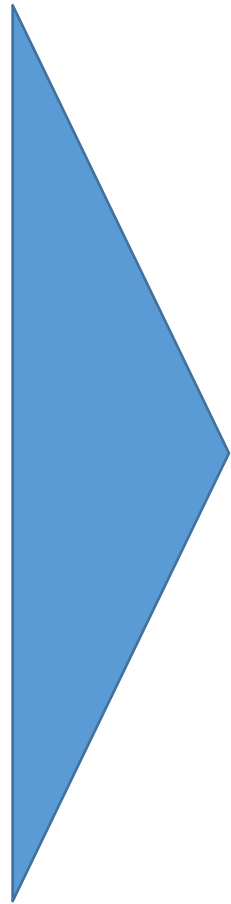
- Concern
- Cause
- Countermeasure (+ Containment if required)
- Check

Time & quantity-based triggers – e.g. We are this far behind plan; we've made this many defects

Can use some of the 7 Quality Tools – such as Fishbone and 5 Why

Reviewed hourly by the Supervisor

Logged in the shift report and used as part of Shift handover / huddle to update staff members



| Location    | Month                        | 4C (Level 1 Problem Solving)         |                                    | Who will do it? | Due Date | Status |
|-------------|------------------------------|--------------------------------------|------------------------------------|-----------------|----------|--------|
| Date Raised | Concern Description / Sketch | Containment / Countermeasure Actions |                                    |                 |          | ⊕      |
| Who Raised  |                              | Containment Required                 | Countermeasure Action (Root Cause) |                 |          |        |
| Date Raised |                              |                                      |                                    |                 |          | ⊕      |
| Who Raised  |                              | Containment Required                 | Countermeasure Action (Root Cause) |                 |          |        |
| Date Raised |                              |                                      |                                    |                 |          | ⊕      |
| Who Raised  |                              | Containment Required                 | Countermeasure Action (Root Cause) |                 |          |        |
| Date Raised |                              |                                      |                                    |                 |          | ⊕      |
| Who Raised  |                              | Containment Required                 | Countermeasure Action (Root Cause) |                 |          |        |
| Date Raised |                              |                                      |                                    |                 |          | ⊕      |
| Who Raised  |                              | Containment Required                 | Countermeasure Action (Root Cause) |                 |          |        |
| Date Raised |                              |                                      |                                    |                 |          | ⊕      |
| Who Raised  |                              | Containment Required                 | Countermeasure Action (Root Cause) |                 |          |        |

**STATUS KEY**

- ⊕ PROBLEM: Concern identified+Name of person+Date Raised
- ⊖ PLAN: Plan in place to contain/countermeasure the problem raised+Owner+Due Date agreed
- ⊙ DO: Containment/Countermeasure action implemented
- ✓ CHECK: Check completed to ensure the Containment/Countermeasure has been effective and resolved the issue raised
- ⊖ ACT: Any further actions required to close the problem out following the CHECK phase fully completed+update shared with other W/Shifts if required