

Specific Problem Obstacle Tool (SPOT-On)



NCR Project Leader: _____

SPOT-On Champion: _____

Contact Number: _____

Site Name: _____

Document Number: _____

Revision: _____

NCR(s) Reference Numbers: _____

SPOT-On Team Members: _____

What is SPOT-On?

SPOT-On is a tool to identify the root causes of simple problems and NCRs and aids the creation of practical solutions to prevent recurrence. It is built around several process improvement tools packaged together to form a convenient guide through stages of problem solving.

SPOT-On can be used to:

- Outline and frame a NCR
- Identify the root causes of a NCR
- Develop varied, broad and effective solutions to prevent recurrence
- Identify a plan of action and assign responsibilities
- Measure performance of change.



1 The Problem Statement

Which Performance Indicator (Acceptance Criteria) needs improvement?

How is it not good enough?

2 The Priority Root Causes

What are the Priority Root Causes of the problem or NCR?

3 Chosen Solutions

What are the chosen solutions to correct the NCR?

What are the solutions to preventing recurrence of the NCR?

4 Implementation Plan

What tasks need to be done?

5 Summary of Benefits

Old Performance Indicator (Acceptance Criteria) value

New Performance Indicator (Acceptance Criteria) value

Benefits

Estimated Savings

Objective:

To create a comprehensive problem statement by investigating the problem both qualitatively and quantitatively. Getting the problem statement correct is fundamental to determining the root cause and solutions for correction and action to prevent recurrence. It is also essential to find a metric by which the problem can be measured both now, and when improvements are made. Create a process map to determine the scope and further define the problem.

1 Create a Problem Statement

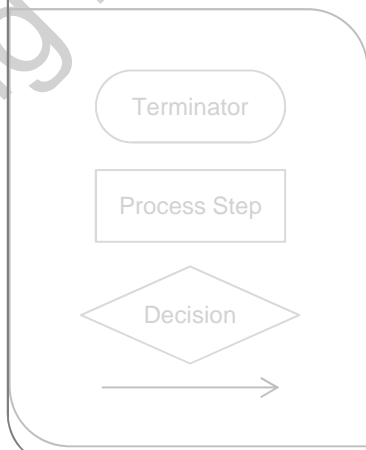
- WHAT was the problem or non-conformance? HOW did we detect it? WHERE was it detected?
- What was the requirement?
 - What was the condition found?
- WHEN did it happen? WHO was/is involved?
- WHY is it an issue/problem for the project or organisation?

Which Performance Indicator (Acceptance Criteria) needs improvement?

2 Draw the Process Map

Remember: Identify departments in swim lanes and score each box.

Learning Legacy Document

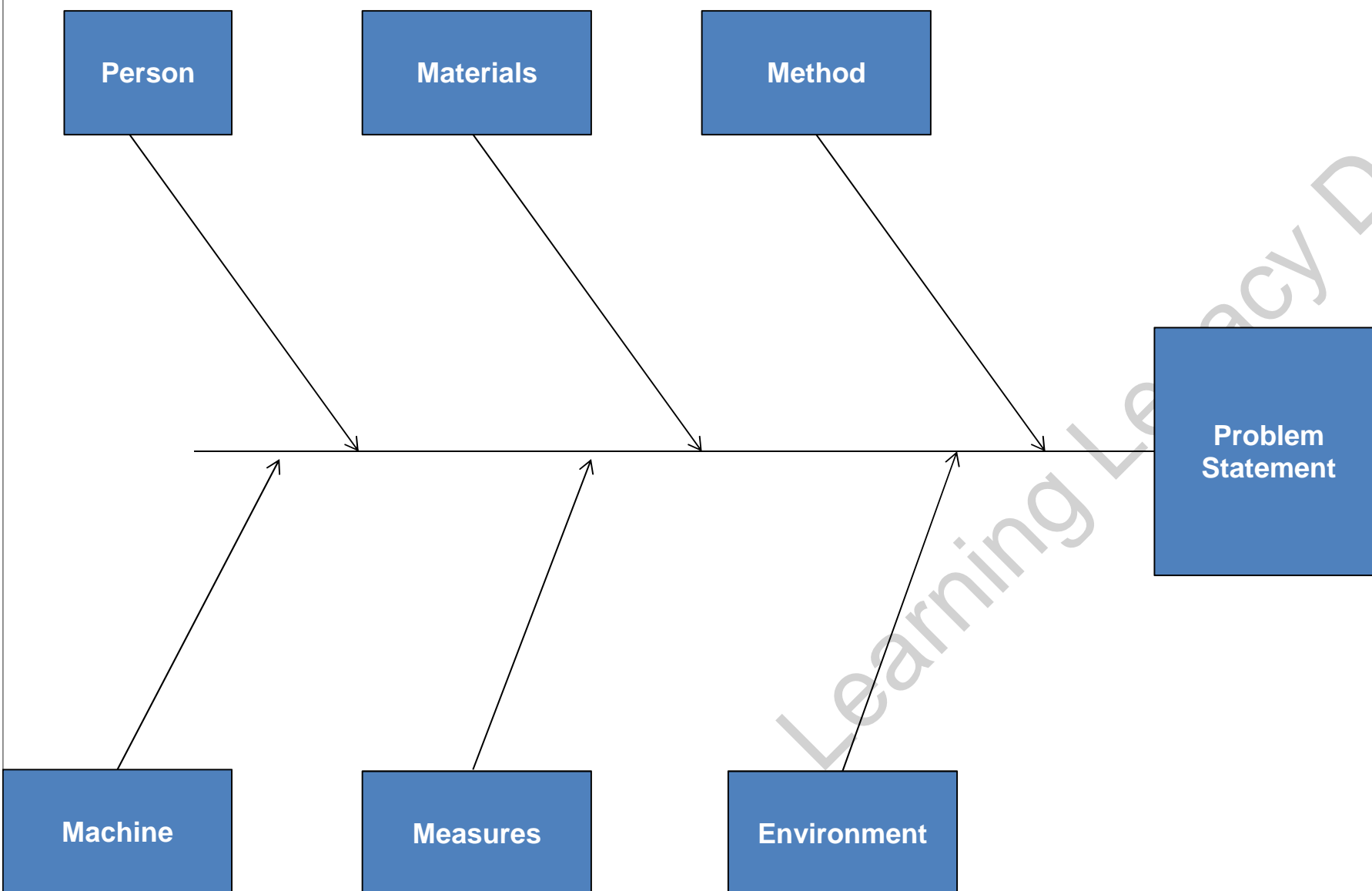


3 How is the Process not Good Enough?

Objective:

To reflect on the problem statement and understand the true causes of the NCR, it is important to establish 'root' causes in order that the implemented solution prevents recurrences of the NCR. Assess all identified root causes in terms of their impact toward the problem occurrence and select priority root causes to tackle. Use the root cause analysis tools as necessary to determine root causes.

1 Use the Fishbone to brainstorm Causes of the Defined Problem



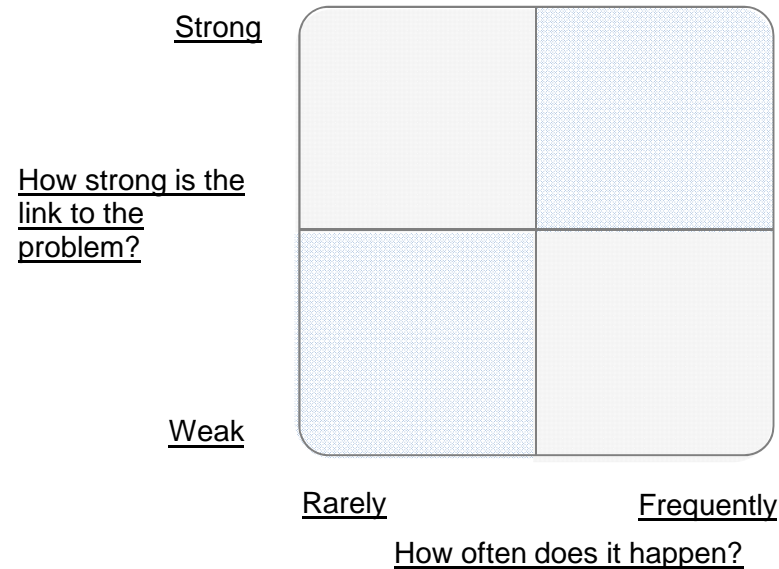
2 Use the Inter-relationship diagrams – 'what's' related to 'what' and causing the problem



Objective:

To reflect on the problem statement and understand the true causes of the NCR, it is important to establish 'root' causes in order that the implemented solution prevents recurrences of the NCR. Assess all identified root causes in terms of their impact toward the problem occurrence and select priority root causes to tackle. Use the root cause analysis tools as necessary to determine root causes.

4 Number and Place the Root-Causes on the Prioritisation Matrix



5 Write Down the Priority Root Cause(s) (Root Cause Field in eB PTR):

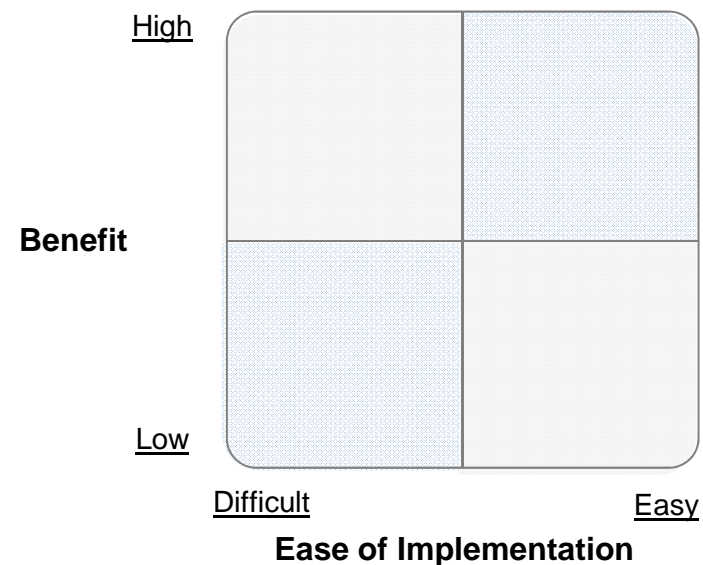
3 Use the 5 Whys to Identify Root-Causes of the Defined Problem

Problem	Potential Causes from Brainstorm Session	Why?	Why?	Why?	Why?	Why?

Objective:

To reflect on the priority Root-Causes and produce rational solutions. To generate innovative solutions remain open-minded when brain storming; don't criticise or analyse ideas. Rationalise the brainstorm ideas using the Prioritisation Matrix and select ideas to follow-up.

4 Number, Assess, and Place the Solutions to prevent NCR recurrence on the Prioritisation Matrix



5 Write down the chosen solution to prevent NCR recurrence (Action to prevent recurrence field in eB PTR):

1 Explain solutions taken to correct NCR:

2 Brainstorm solutions to permanently correct the NCR to prevent recurrence:

Remember: Seek quantity NOT quality.

3 Rationalise solutions to permanently correct the NCR to prevent recurrence:

Objective:

To record the impact of the solution on the process and Performance Indicator (Acceptance Criteria). Update the Process Map if it has been changed and highlight 'before' and 'after' Performance Indicator (Acceptance Criteria) values. Record the Lessons Learned, the names of the team members and any further opportunities for improvement. Quantify benefits gained.

1 Measure the Improvement

Old Performance Indicator (Acceptance Criteria) value

New Performance Indicator (Acceptance Criteria) value



2 Recognise the Team Names of team members and key contributors



3 Benefits and Savings:

Any other benefits achieved beyond the improved Acceptance Criteria value:

4 Lessons Learned:



5 Any other Improvement / Innovation Opportunities / Notes: