

## 01 SYMPTOMS

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- **WHAT ARE THE OBSERVABLE SYMPTOMS?**
  - Describe the specific, observable symptoms, and how they deviate from expected performance.
- **WHICH SYMPTOM SHOULD BE SOLVED FIRST?**
  - Select the most important and urgent symptom.
- **WHO WILL DO WHAT BY WHEN?**
  - If a short-term corrective action is known or obvious, then continue to 04 ACTIONS
  - Otherwise, proceed to 02 FACTS because an investigation is needed to find the unknown cause.

## 02 FACTS

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- **WHAT ARE THE FACTS?**

	<b>NOT WORKING</b>	<b>WORKING OK</b>
<b>WHAT</b>	[The symptom]	What is working ok?
<b>WHERE</b>	Where is the symptom observed?	Where is it ok?
<b>WHEN</b>	When first observed? And since?	When last working ok?
<b>HOW</b>	How did it occur? When in the sequence of events?	Under what circumstances is it ok?

The questions are indicative. Consider supporting the facts with a graphical illustration, a timeline, etc.

## 03 CAUSES

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- **WHAT COULD CAUSE THE SYMPTOM?**
  - List possible, relevant causes quickly and without discussion.
  - Consider error corrections, preventive maintenance, or enhancements made immediately prior to the symptom occurred. Consider inputs, components, and environmental factors.
- **HOW LIKELY ARE THE CAUSES?**
  - Prioritize the causes based on likelihood and ease to check. Consider parallel activities.

## 04 ACTIONS

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- **WHAT ACTION COULD VERIFY THE CAUSE?**
  - Reduce the risk of taking unnecessary action to an acceptable level.
- **WHAT CAN WE DO TO RESTORE SERVICE SAFELY AND QUICKLY?**
  - Decide on and perform best short-term corrective action(s).
  - Verify and validate that the symptom is removed.