ISO 18238:2015-11 (E)

Space systems - Closed loop problem solving management

Contents

Page

Foreword iv

Introduction v

1 Scope 1

2 Normative references 1

3 Termsanddefinitions 1

4 Basic elements for closed loop problem solving management 2
4.1 Implemention time 2
4.2 Implemention plan 2
4.3 Problems summary 2
4.4 Review 2
4.5 Records maintenance 3

5 Procedures of closed loop problem solving management 3

6 Implementation of closed loop problem solving 4
6.1 Problem report 4
6.2 Start immediate containment actions 5
6.3 Build the team 5
6.4 Define problem 6
6.5 Complete and optimize containment actions 6
6.6 Identify root causes 7
6.7 Conduct recurrence experiments 7
6.8 Define and select root cause corrective actions 8
6.9 Implement root cause corrective actions 8
6.10 Implement lessons learning 9
6.11 Finish "Closed loop problem solving management report" 9
6.12 Recognize and close the team 11

Annex A (informative) Format of "Closed Loop Problem Solving Management Report" 12