

8D Report

General Information

Initial response date:		Target close date:		Report revision date:	
Initiator:		Start 8D investigation:		reference number:	
Customer:		Complaint receive date:		Customer reference number:	
Contact person customer:		Telephone number customer:		E-mail customer:	
Part number customer:	Part name customer:	Number of defects:		Sales Order reference:	
P/N:	Part name	PO:	Serial number(s):		
Problem statement – What is the observed defect by the internal / external customer, and how was it found:					
ERA - What immediate measures have been taken to protect the customer:					Introduction date:

D1 – Building the team

Team role	Name	Dept.	Phone number	E-mail address
Champion				
Team Leader				

D2 – Problem definition

Problem definition (What is the fact-based defect on the object – 5W2H):	Photo(s) of the defect:
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8D Report

D3 – Interim Containment Actions (ICA)

Location	PO	Part nr.	Quantities	Hold (Y/N)	Rejected (Y/N)	Repair / rework (Y/N)
Supplier						
WIP						
Stock						
Customer						
Photo(s) of product identification / Remarks:						

D4 – Root Cause Analysis (RCA)

Occurrence – Which causes contribute to the occurrence of the problem as defined in D2?:		Contribution to D2 [%]
Cause 1		
Cause 2		
Cause 3		
Escape – Which causes contribute to the non-detection of the problem as defined in D2?:		Contribution to D2 [%]
Cause 1		
Cause 2		
Cause 3		

D5 – Select and verify the Permanent Corrective Actions (PCA)

Occurrence – Which countermeasures will effectively eliminate the root cause from D4?:		Effect verification [%]
Cause 1		
Cause 2		
Cause 3		
Escape – Which countermeasures will effectively eliminate the root cause from D4?:		Effect verification [%]
Cause 1		
Cause 2		
Cause 3		

D6 – Implement and validate the Permanent Corrective Actions (PCA)

Occurrence – Have the countermeasures from D5 effectively solved the problem from D2?:		Date	Effect validation [%]
Cause 1			
Cause 2			
Cause 3			
Escape – Have the countermeasures from D5 effectively solved the problem from D2?:		Date	Effect validation [%]
Cause 1			
Cause 2			
Cause 3			

8D Report

D7 – Preventive process securing measures to prevent re-occurrence / Lessons learned

Preventive measures:	Introduction date:
Systemic causes or process improving recommendations:	Responsible
Product predicting measures:	Responsible
Process predicting measures:	Responsible

D8 – Celebrate success and break up the team

Are all actions closed or have open actions been transferred to others?	<input type="checkbox"/> Yes	<input type="checkbox"/> No:
Is all the applicable data and evidence of the investigation centrally stored?	<input type="checkbox"/> Yes	<input type="checkbox"/> No:
Where applicable, are all related documents updated and (re)released?	<input type="checkbox"/> Yes	<input type="checkbox"/> No:
Where applicable, are all related employees (re)trained or (re)instructed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No:
Reward the team and the individual team members:	Closing date:	Approval Champion: