## Information Sheet „8D-Reporting“

### Immediate Measures [within 1 working day]

<table>
<thead>
<tr>
<th>D1</th>
<th>D2</th>
<th>D3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Installation of a Problem Solving Team</strong></td>
<td><strong>Problem Description – Problem Analysis</strong></td>
<td><strong>Implementation of Containment Actions</strong></td>
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</tbody>
</table>

- Determine a champion
- Select team members:
  - Product specialist
  - Process specialist
  - Quality Manager
  - Other problem solving specialists
- Specify customer contact
- Complaint number
- Part number/name
- In order to solve a problem, it has to be defined precisely.
- Following aspects have to be considered:
  - Exact failure description according to customer complaint
  - Place of defect discovery
    - Production
    - 0 km
    - Field
  - Quantity of rejected parts
- Check: „affected stocks“
  - Supplier(s)
  - Customer(s)
  - On the route of transportation
- Declare quantity of ppm-relevant parts (e.g. after sorting)
- Recurrent failure (Yes/No)
  - If yes, start internal escalation
- Determine and inform all concerned customers
- Protect internal/external customer from failure consequences until permanent containment actions are implemented **effectively**.
- Evaluate potential risks
- Protect running production

**Do not forget:**
- Identify sorted good parts
- Verify effectiveness of implemented measures
- Evaluate possible negative side effects

Containment actions only fight the symptoms, however they do not solve the problem.

Send completed „3D-Report“ on time as required by customer’s notification.
## Sustainable Measures [within 10 working days*]

<table>
<thead>
<tr>
<th>D4 Root Cause Analysis</th>
<th>D5 Plan Corrective Actions</th>
<th>D6 Implementation of Permanent Corrective Actions</th>
<th>D7 Actions to Prevent Recurrence</th>
<th>D8 Closing of 8D and Final Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Application of standard quality tools to determine possible root causes (e.g. 5M, 5Why, FTA Fault Tree Analysis, FMEA).</td>
<td>- Develop best permanent corrective actions to eliminate the root causes identified in D4</td>
<td>- Implementation of the planned actions [D5]</td>
<td>- Use the knowledge of D3-D6 to prevent reoccurrence.</td>
<td>- Review the completeness of the defined actions and close 8D with the date and signature of the champion</td>
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<td>- Field complaints (warranty incidents) have to be analyzed methodically by the supplier – particularly if no troubles were found (NTF).</td>
<td>- Complete each measure by setting a due date and naming a responsible person</td>
<td>- <strong>Important information:</strong> - Determine degree of completion (%) for planned actions - Document the implementation with date and responsible person</td>
<td>- Update <strong>product and process relevant documents:</strong> - FMEA - Control plan - Testing plans - Work instructions</td>
<td>- Confirm the current 8D status as <strong>accepted</strong>, <strong>refused</strong>, or still <strong>open</strong>.</td>
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<tr>
<td>- State the ratio (%) of each determined root cause relation to the claimed failure [D2]</td>
<td>- Planned corrective actions have to eliminate root causes and may not provoke other negative effects. <strong>Consider:</strong> - Choose corrective action(s) (e.g. Poka Yoke) that reliably avoid reoccurrence of the determined root cause(s)[D4]</td>
<td>- <strong>Consider:</strong> - Sustainable effectiveness of implemented actions has to be verified (e.g. by statistical analysis). - If effectiveness is not confirmed, the implemented containment actions [D3] have to be kept up until the determined root causes [D4] are identified clearly and eliminated permanently.</td>
<td>- Define responsible person and due date for implementation</td>
<td>- If status is <strong>open</strong>, a date for the next update of the 8D-Report has to be set.</td>
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<td>-</td>
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<td>- Check the assignability of gained know-how on similar products, processes, and customers [Lessons Learned]</td>
<td>- If applicable, update the number of ppm-relevant parts (e.g. by sorting) in D3</td>
<td></td>
</tr>
</tbody>
</table>

*Approximate number; to be stipulated with the respective ZF plant*