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| **Who is claiming? (Name, Department, Email, Tel.)** | **Who will be claimed? (Company, Department, Name, Email, Tel.)** | **Start date of 8D report** |
| **Are there other documents available concerning this issue? (SAP Quality Notification nr, Jira nr, M158 customer complaint nr, delivery note nr etc.)** | **Which product, item, raw material, process etc. is affected? (Description, material nr, batch nr, serial nr, production order nr, drawing nr etc.)** | **Affected quantity (or estimation of potentially affected quantity)** |
| **Additional information** |
| **Safety relevance issue\* and items delivered to customers**  [ ]  Yes [ ]  No \*Nuclear: 10CFR 21 relevance |

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| **D1. Team**Team lead / Function / Email: Team member / Function / Email:Team member / Function / Email:Team member / Function / Email:  |

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| **D2. Problem description** (you can addphotos, documents, drawings, links, etc. in separate section in this report)What?Where?When?Why? |

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| **D3a. Immediate actions** (at customer) |
|  | **Responsible** | **Due date**  | **Done** [ ] **Name & signature (supervisor)** |
|  | **Responsible** | **Due date** | **Done** [ ] **Name & signature (supervisor)** |
|  | **Responsible** | **Due date** | **Done** [ ] **Name & signature (supervisor)** |
|  | **Responsible** | **Due date** | **Done** [ ] **Name & signature (supervisor)** |
|  | **Responsible** | **Due date** | **Done** [ ] **Name & signature (supervisor)** |

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| **D3b. Immediate actions** (at originator of failure) |
| Examples:1.) Stop production and/or delivery2.) Check similar production line / machine with similar products 3.) Check internal stock4.) Check logistic chain – are parts already on the way to the warehouse or customer  | **Responsible** | **Due date**  | **Done** [ ] **Name & signature (supervisor)** |
|  | **Responsible** | **Due date** | **Done** [ ] **Name & signature (supervisor)** |
|  | **Responsible** | **Due date** | **Done** [ ] **Name & signature (supervisor)** |
|  | **Responsible** | **Due date** | **Done** [ ] **Name & signature (supervisor)** |
|  | **Responsible** | **Due date** | **Done** [ ] **Name & signature (supervisor)** |

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| **D4. Root cause analysis** (There are nearly always more than one root cause. Please use the appropriate tool to analyze the potential root causes, for instance Ishikawa or 5-Why. See last pages.)Additionally, please analyze the root causes for the defect and the root causes, why the defect has not been detectedAfter the root causes have been defined, update the relevant P-FMEAs (Lessons learned)  |

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| **D5. Corrective actions** (to improve the situation in mid-term) | **D6. Verification of corrective actions** |
|  | **Responsible** | **Due date** **Done** [ ]  | **How is the verification done?** | **Date** **Done** [ ]  | **Name** **Signature (supervisor)**  |
|  | **Responsible** | **Due date** **Done** [ ]  | **How is the verification done?** | **Date** **Done** [ ]  | **Name** **Signature (supervisor)**  |
|  | **Responsible** | **Due date** **Done** [ ]  | **How is the verification done?** | **Date** **Done** [ ]  | **Name** **Signature (supervisor)**  |
|  | **Responsible** | **Due date** **Done** [ ]  | **How is the verification done?** | **Date** **Done** [ ]  | **Name** **Signature (supervisor)**  |
|  | **Responsible** | **Due date** **Done** [ ]  | **How is the verification done?** | **Date** **Done** [ ]  | **Name** **Signature (supervisor)**  |
| **D7.** **Preventive actions** (to prevent the recurrence of the error in long-term) **Attention**: Check whether preventive actions might have a negative impact on other functions of the product! |
|  | **Responsible** | **Due date**  | **Done** [ ] **Name & signature (supervisor)** |
|  | **Responsible** | **Due date** | **Done** [ ] **Name & signature (supervisor)** |
|  | **Responsible** | **Due date** | **Done** [ ] **Name & signature (supervisor)** |
|  | **Responsible** | **Due date** | **Done** [ ] **Name & signature (supervisor)** |
|  | **Responsible** | **Due date** | **Done** [ ] **Name & signature (supervisor)** |
|  | **Responsible** | **Due date** | **Done** [ ] **Name & signature (supervisor)** |

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| **D8. Team and individual recognition** |

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| **Photos / Documents / Drawings / Links / E-mails / Remarks / etc.** |

**Ishikawa diagram (fishbone)**



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**5-Why questions**

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