|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| NCR Number: | | | Customer Reference: | | | | Response Due Date: | | | | |
| 8-D is a quality management tool and is a vehicle for a cross-functional team to articulate thoughts and provides scientific determination to details of problems and provide solutions. Organizations can benefit from the 8-D approach by applying it to all areas in the company. The 8-D provides excellent guidelines allowing us to get to the root of a problem and ways to check that the solution actually works. Rather than healing the symptom, the illness is cured, thus, the same problem is unlikely to recur. | | | | | | | | | | | |
| Step | 0 | 1 | | 2 | 3 | 4 | | 5 | 6 | 7 | 8 |
| Action | The Planning Stage | Establishing the Team | | Problem Definition / Statement & Description | Developing Interim Containment Action | Identifying & Verifying Root Cause | | Identifying Permanent Corrective Actions (PCA) | Implementing & Validating PCA | Preventing Recurrence | Recognizing Team Efforts |
| 0 | The Planning Stage:  The 8-D method of problem solving is appropriate in "cause unknown" situations and is not the right tool if concerns center solely on decision-making or problem prevention. 8-D is especially useful as it results in not just a problem-solving process, but also a standard and a reporting format. Does this problem warrant/require an 8D? If so comment why and proceed. | | | | | Is an Emergency Response Action Needed?  (If needed document actions in Action Item Table) | | | | | |
| 1 | Establishing the Team:  Establish a small group of people with the process/ product  knowledge, allocated time, authority and skill in the required technical disciplines to solve the problem and implement corrective actions. | | | | | Team Goals:  Team Objectives: | | | | | |
| |  |  |  | | --- | --- | --- | | Department | Name | Responsibility | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | | | | | | | | | | | | |
| 2A | Problem Definition  Provides the starting point for solving the problem or  nonconformance issue. Need to have “correct” problem description to identify causes. Need to use terms that are understood by all. | | | | | Sketch / Photo of Problem | | | | | |
|  | | | | | |
|  | Part Number(s): | | | | |
|  | Customer(s): | | | | |
|  | List all of the data and documents that might help you to define the problem more exactly? | | | | |
|  | Action Plan to collect additional information: | | | | |
|  | Prepare Process Flow Diagram for problem  use a separate sheet if needed | | | | |

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| 2B | Problem Description  (based on the information gathered so far, provide a concise problem description) |
| 3 | Developing Interim Containment Actions Temporary actions to contain the problem and “fix” until permanent correction is in place - document actions in Action Item Table |
| 4A | Identifying & Verifying Root Cause Analyze for “Root Cause” of the problem. Identify and verify the Escape Point |
| Brainstorm the possible causes of the problem |
| 4B | 5 Why Analysis |
| |  |  |  |  | | --- | --- | --- | --- | | Why? |  |  |  | | Why? |  |  |  | | Why? |  |  |  | | Why? |  |  |  | | Why? |  |  |  | | |

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| 5 | Identify Permanent Corrective Actions solutions that address and correct the root cause. Solutions determined to be the best of all the alternatives. Document and verify the Permanent Corrective Action (PCA) in the Action Item Table |
| 6 | Implementing & Validating the PCA Implement and validate to ensure that corrective action does “what it is supposed to do.” Detect any undesirable side effects. Document this on the Action Item Table. Return to root cause analysis, if necessary |
| 7 | Preventing Recurrence Determine what improvements in systems and processes would prevent problem from recurring. Ensure that corrective action remains in place and successful |
| 7A | Address Similar Systems |
|  | |  |  |  | | --- | --- | --- | | Process / Item | Who Responsible | When | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |

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| 7B | Review the following documents / systems | | | | |
| Document | | Who Responsible | | Completion Date | |
| Planned | Actual |
| Management System Manual | |  | |  |  |
| Manufacturing Work Instructions | |  | |  |  |
| Inspection Work Instructions | |  | |  |  |
| Process Flow Charts | |  | |  |  |
| Process Control Plans | |  | |  |  |
| Process FMEA | |  | |  |  |
| Gauges | |  | |  |  |
| PPAP | |  | |  |  |
| Engineering Change Approval | |  | |  |  |
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| 8 | Congratulate Your Team  Use all forms of employee recognition and document as necessary  Celebrate successful conclusion of the problem solving effort  Formally disengage the team and return to normal duties | | | | |
| Was this problem solving exercise effective? Has it been verified with a follow-up? | | | | | |
| Yes No | Signature / Title / Date | | Findings | | |
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| Action Item Table | | | | | | | | |
| Actions | | | Implement & Verify Actions | | | | | |
| Action # | Problem | Containment / Corrective Action | How Verified | Action | Who Responsible | Planned | Actual | Status |
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