

A customer finds the wrong bracket fitted in 6 of 2,400 assemblies.**6 of 2,400**

assemblies with the wrong bracket

4 more

found when 3,100 units were sorted

0 in 12,000

assemblies over eight weeks after the fix

D1**TEAM**

Line leader as 8D owner, a process engineer, the quality lead, an operator from the station and the customer's quality contact.

D2**DESCRIBE**

Bracket B fitted instead of bracket A in assemblies built on line 2 since the start of the month. Line 1, which builds the same product, shows no cases.

D3**CONTAIN**

Stock at the plant and the customer is held and sorted. The sort covers 3,100 units and finds 4 more wrong brackets. A visual check is added at final test.

D4**ROOT CAUSE**

Occurrence: since a layout change, brackets A and B sit in neighboring bins on line 2 and look almost the same. Escape: final test checks function only. Swapping the bins on a trial shift recreates the error rate, so the cause is verified.

D5**CHOOSE ACTIONS**

Move the bins apart, color-code them, and add a barcode scan that must match the work order before the bracket is fitted.

D6**IMPLEMENT**

No wrong brackets in the next 12,000 assemblies over eight weeks. The extra visual check at final test is removed.

D7**PREVENT**

Two other lines with look-alike parts get the same scan. The process FMEA and the layout checklist now cover similar-part storage.

D8**RECOGNIZE**

The team presents the case at the monthly quality review, and the customer accepts the final report.