

8D REPORT

Problem title

Customer

Part or service

8D owner

Opened

Closed

D0 Is a full 8D needed?

All six true before opening

- ☐ The problem is **real** confirmed by more than one unverified report.
- ☐ Urgency is **clear** whether containment has to start before the first team meeting.
- ☐ First evidence is **collected** samples, photos, logs, complaints and inspection records.
- ☐ The scope is **known** the product, process, site or customer affected.
- ☐ An owner is **named** someone who can coordinate actions and dates.
- ☐ The output is **agreed** a customer response, an internal corrective action or an audit record.

D1 Team

Agree who approves containment, process changes and validation

Role	Name	Responsibility
8D owner		
Process expert		
Quality lead		
Operations representative		
Customer contact		
Supplier contact		

D2 Problem description

Facts only, no cause yet

	Is	Is not
What		
Where		
When		
How big		

Problem statement

D3 Containment

Fast, specific, verified, temporary by design

Action (hold, sort, check, script)	Owner	Started	How it was verified	Removed on

Problem title

D4 Root causes

If we remove this cause, should the problem stop?

Occurrence cause

why the defect was created.

Escape cause

why it was not caught before the customer saw it.

Verified by:

☐ Turn it on and off☐ Inspect the evidence☐ Compare cases☐ Ask the people doing the work☐ Check the records**D5 Corrective actions**

Each one removes a verified cause

Cause (occurrence or escape)	Action	Owner	Due	Small-scale test result

D6 Implement and validate

Done is not the same as working

Success criteria

Measure watched, and for how long or how many units

Result

Containment removed on

D7 Prevent recurrence

Where else could this happen?

☐ **Standards updated** procedures, work instructions and control plans reflect the new method.☐ **Similar processes checked** other lines, products, sites and suppliers with the same risk get the fix.☐ **Audits updated** audit questions check that the new control stays in place.☐ **FMEA revised** the failure mode, cause and new controls go into the design or process FMEA.☐ **Design rules changed** checklists and review criteria stop the issue at the design stage.☐ **Training refreshed** onboarding and launch reviews include the lesson.**D8 Recognize and close**

Team recognition

Final customer response sent on

Approved by

Date closed