

8D Report

Template by vensas.de, free to use

Complaint no.		Customer	
Part / item no.		Lot / delivery note	
Received on		Prepared by	
Status			

D1 Team

Who knows the product and process, and who can approve actions?

Name	Function	Role in team	Contact

D2 Problem description

Measurable, including what is NOT affected (is / is not).

	Is	Is not
What		
Where		
When		
How many		

D3 Containment

Protect the customer until the cause is known. Verify effectiveness.

Action	Owner	Due	Effective? (evidence)

D4 Root cause

Occurrence and escape cause separately, confirmed by a test or data.

	Description
Occurrence cause	
Escape (non-detection) cause	
Proof (test / data)	
Method (5 Why, Ishikawa, ...)	

D5 Corrective actions

At least one action per cause, effect proven before rollout.

Cause	Corrective action	Evidence before rollout	Owner

D6 Implementation and verification

Date and owner, then data after rollout.

Action	Implemented on	Owner	Proof of effectiveness
Containment lifted on			

D7 Prevent recurrence

Where else can the same defect occur? Machines, parts, plants, FMEA, inspection plans.

Applied to	Action	Owner	Due

D8 Closure

Customer confirmation, lessons learned, team recognised.

	Entry
Closure confirmed by customer on	
Lessons learned	
Team recognised on / by	

5 Why

Problem (from D2)	
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Occurrence cause: why did the defect occur?		
#	Why?	Answer
1		
2		
3		
4		
5		

Escape cause: why wasn't it detected?		
#	Why?	Answer
1		
2		
3		
4		
5		

Confirmed by	
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