# 8D REPORT

Eight disciplines of problem solving

| | | |
|---|---|---|
| 8D no. | Customer and complaint ref. | Date opened |
| Part no. and name | Drawing and revision | Quantity affected |
| Where found | Status | Date closed |

**D0. Prepare and emergency response**

## D1. Team

| Name | Role in the 8D | Department | Phone or email |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |

**D2. Problem description (5W2H)**

| D2. Is | D2. Is not |
|---|---|
| What | What |
| Where | Where |
| When | When |
| How many | How many |

## D3. Interim containment

| Location | Checked | Not OK | OK | How marked | Date |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| Total | | | | | |

| D4. Root cause: occurrence | D4. Escape point: why not detected |
|---|---|
| Why 1 | Control point |
| | |

| | |
|---|---|
| Why 2 | Why missed |
| Why 3 | Why |
| Root cause | Root cause |
| Verified by | Verified by |

### D5 and D6. Permanent corrective actions, verified and validated

| Action | Occurrence or escape | Owner | Done on | Verification and validation |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | | | | |

### D7. Prevent recurrence

| Document or system | Change made | New revision | Date |
|---|---|---|---|
| | | | |
| | | | |
| | | | |

### D8. Closure and team recognition

Team leader

Champion (QA head)

Customer acceptance