

# 8D REVIEW GUIDELINES

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## Section 1 – TEAM MEMBER NAMES

- Should include at least one (1) person closest to the issue (process owner) and one (1) person not involved in the process currently (an objective view), minimum of two team members are required to address the issue.

## Section 2 –DESCRIBE THE ISSUE

- The first part of this section should be a description of what has been communicated, background, available data, etc.
- The second part of this section should be the actual “Issue Statement.” The issue statement must essentially be stated concisely and accurately, describing the specific issue. Analysis of the issue statement includes a determination that this is truly the issue and not merely a symptom. The issue statement is critical to providing reliable resolution.
- Evaluate the likelihood of solving this issue in the field. If solving in the field is the best course of action; do it.

## Section 3 – INTERIM CONTAINMENT (1 BUSINESS DAY)

- This section is all about protecting the customer!
- Containment must take place IMMEDIATELY! PROTECT THE CUSTOMER .... NOW!!! Target is to have containment plans within twenty-four hours (put the fire out).
- Does our action include who did what, when, where & the results expected, to be certain the customer will not be exposed to the issue again, while we are determining long term corrective action. (This may include containing all suspect or unknown product, additional inspection or testing of product, field service calls, expediting and other actions determined to be short term in nature)
- Include how we will know these actions are successful (data collection, checklist, test results, etc)
- Is there an interim fix on the direct cause?
- Key question to ask: “If we execute these actions, are we reasonably certain the customer will not see this issue, while we develop long term resolution?”
- Short term containment will be communicated to Quality Assurance.

## Section 4 – DEFINE THE ROOT CAUSE (LIST ALL POTENTIAL CAUSES)

- Verify that the root cause(s) trigger the event/issue
- Consider the following tools: Go To See, Brainstorming, Statistical Analysis, FMEA, Process Capability, Flow Diagrams, Five Whys, Pareto Analysis, etc. There are many tools! Not included in the toolbox for root cause analysis is that famous tool called “shoot from the hip!”
- Consider multiple root causes

## Section 5 – CHOOSE AND VERIFY PERMANENT CORRECTIVE ACTIONS (CHOOSE BEST SOLUTION(S IN SECTION 4)

- Determine the permanent corrective actions
- Evaluate undesirable side effects including costs
- Key question to ask: “If we execute these actions, are we reasonably certain that we have addressed the root cause, not contributing cause(s).” (The issue will not recur)

## Section 6 – IMPLEMENT PERMANENT CORRECTIVE ACTIONS (7 BUSINESS DAYS)

- Does our implementation include who did what, when, where & the results expected, to be certain the customer will not be exposed to the issue again (Have I addressed what caused the fire to begin with?).
- How will we monitor the success of the actions

## Section 7 – PREVENT RECURRENCE AND INSTITUTIONALIZATION

- What has been done or will be done to ensure the solution is totally integrated into our process
- What can be done to prevent issues of this sort in the future
- Where else might this occur (other depts., customers, other companies in our organization)
- Investigate if this issue affects other product and/or processes
- What has been done to share this information
- Communicate (email) Quality Assurance that 8D is ready for review.

## Section 8 – QA VERIFICATION AND CONGRATULATE TEAM

- CA Verification, accepted and closed by (enter name), date (enter), fault code (enter) **NOTE:** Review the 8D and fault code list to choose the appropriate designation.
- Email Team members, thanking them for their efforts in helping resolve this 8D issue and that it is now closed
- Notify Customer Service (when the 8D is a CIR) that is now in the “Review with Customer” folder to be communicated to the Customer.

**NOTE:** All containment actions must be discontinued and not required before the 8D can be closed.