8 Discipline (8-D) Problem Solving Documentation

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Customer:		**Today's Date:**	
Contact:		**Reply Due Date:**	
Phone#:		**A/S P/N:**	
Source:		**Cust P/N:**	
SourceID:		**Part Desc:**	

1 – Assignment of Primary Responsibility and Team Membership:

Department: **Assignee:**

2 – Full Description of Problem or Nonconformity:

3 – Action taken to contain all Suspect Product and Short-Term corrective action:

4 – Root Cause of nonconformity: (define how this was determined and proven):

5 – Long term plan to prevent any reoccurrence **Implementation Date:**

6 – Respondent Name:	**Date:**
Initial Disposition Closure: **Date:**	**Reason rejected:**

7 – Prevent Recurrence (what has been done): **ECN Number**:

8 - Verification: **Date:**	**Method of Verification/Reason rejected:**

: **Date:** **Defect Code**:

8-D PROBLEM SOLVING CHECKLIST

A primary goal of Autosplice Inc. is to demonstrate continuous quality improvement. To achieve this goal it is necessary to identify problems and provide positive corrective action to assure that the same problem will not reoccur. The checklist below outlines the 8-D problem solving process. The questions in each section will assist in generating the appropriate information necessary to maximize problem-solving efforts. A response of ""NO"" indicates the activity has not been fully assessed and further investigation is necessary. When used correctly, the checklist" will produce effective corrective action responses. Submit your completed 8-D response on Autosplice Form- 93-0130 after you have answered, "YES" to all questions."

8-D PROBLEM SOLVING CHECKLIST

	YES	NO	Estimated Completion Date
D-1 Define concern, organize and plan What is the problem topic and the objectives? Who do we need to work on the problem?			
D-2 Describe opportunity/problem Does the problem description identify what is wrong with what? Does in identify when the problem was first seen? Does it identify where was the problem was first seen? Have you investigated whether the problem has been seen before or since it was first reported?			
D-3 Contain The Problem: Have all potential locations of defective product been included in the containment plan? (Manufacturing floor, inventory, distribution center, in transit, customer locations, etc.) Have all potential part numbers affected been contained and evaluated to prevent further nonconformance's from escaping? Does the containment plan protect the customer against further escapes until a permanent corrective action can be implemented? Has customer notification of escaped defective product been accomplished?			
D-4 Identify and verify root cause: Have you analyzed what changed in either manufacturing or engineering that could have caused the problem? Can you turn the problem on and off by introducing and removing the suspected root cause? Does the root cause explain all we know about the problem description as described in D-2 (what/where/when)?			
D-5 Develop corrective action plan: Has a plan been developed that includes specific milestones and people responsible for implementation? Have error proofing techniques, preventive measures and/or visual aids been considered?			
D-6 Disposition Was the corrective action taken completed? Closure/Reject			
D-7 Prevent recurrence: Have you investigated whether similar nonconformance's could be produced in other products, operational processes or locations? Have changes been made that will prevent similar nonconformance's from occurring? Have all documents affected been reviewed?			

D-8 Implement and verify corrective action: Have you developed methods to verify that the corrective action eliminates the root cause over time? Is there evidence that the permanent corrective action totally eliminates the defect associated with the root cause? Have the changes associated with the corrective action been documented in work instructions, specifications, blueprints and/or procedures and have all appropriate personnel been notified and trained on the change? Are there controls in place to assure the corrective action does not produce undesirable results?			