S Suppliscore

8D report

Supplier

Customer

Part number

Part name

Date reported

Quantity affected

Severity

Affects

D0 Emergency response

Immediate reaction before the team is formed: stop shipments, inform the customer, protect people and product.

Emergency actions

D1 Team

A small cross-functional team with a leader and the people who know the product and process. A champion (manager) removes obstacles.

Name	Role	Department / company

D2 Problem description

Describe the problem in facts and numbers (5W2H). Include what is NOT affected: it narrows the search for the cause.

What is the problem?

Where was it found?

When was it found, since when?

Who found it?

How was it detected?

How many parts are affected?

What is NOT affected (is / is not)?

D3 Containment actions

Protect the customer now: sort stock, block lots, 100 % inspection. Note who does what by when, and verify it works.

Action	Responsible	Date	Effective

D4 Root cause analysis

Find both causes: why the defect occurred and why it was not detected. Verify the cause by switching it on and off.

Root cause of occurrence (why did it happen?)

Root cause of non-detection (why was it not caught?)

Why 1

Why 2

Why 3

Why 4

Why 5

How was the root cause verified?

D5 Permanent corrective actions

Choose actions that remove each root cause (occurrence and non-detection) and plan how you will prove they work.

Action	Responsible	How effectiveness is verified

D6 Implement and validate

Implement the actions, record the dates, then validate with data (e.g. no defects in the next 3 lots) before removing containment.

Action	Responsible	Due	Done

Validation of effectiveness (data)

D7 Prevent recurrence

Update the system so it cannot happen again, here or elsewhere: FMEA, control plan, work instructions, training, similar products.

- [ ] FMEA updated
- [ ] Control plan updated
- [ ] Work instructions updated
- [ ] Employees trained
- [ ] Similar products and processes checked

Lessons learned / other measures

D8 Closure and team recognition

Confirm the problem is solved, close the report and recognise the team.

Closing date

Approved by

Team recognition