



For Suppliers

8D

PROBLEM SOLVING TOOL

8D (8 discipline)

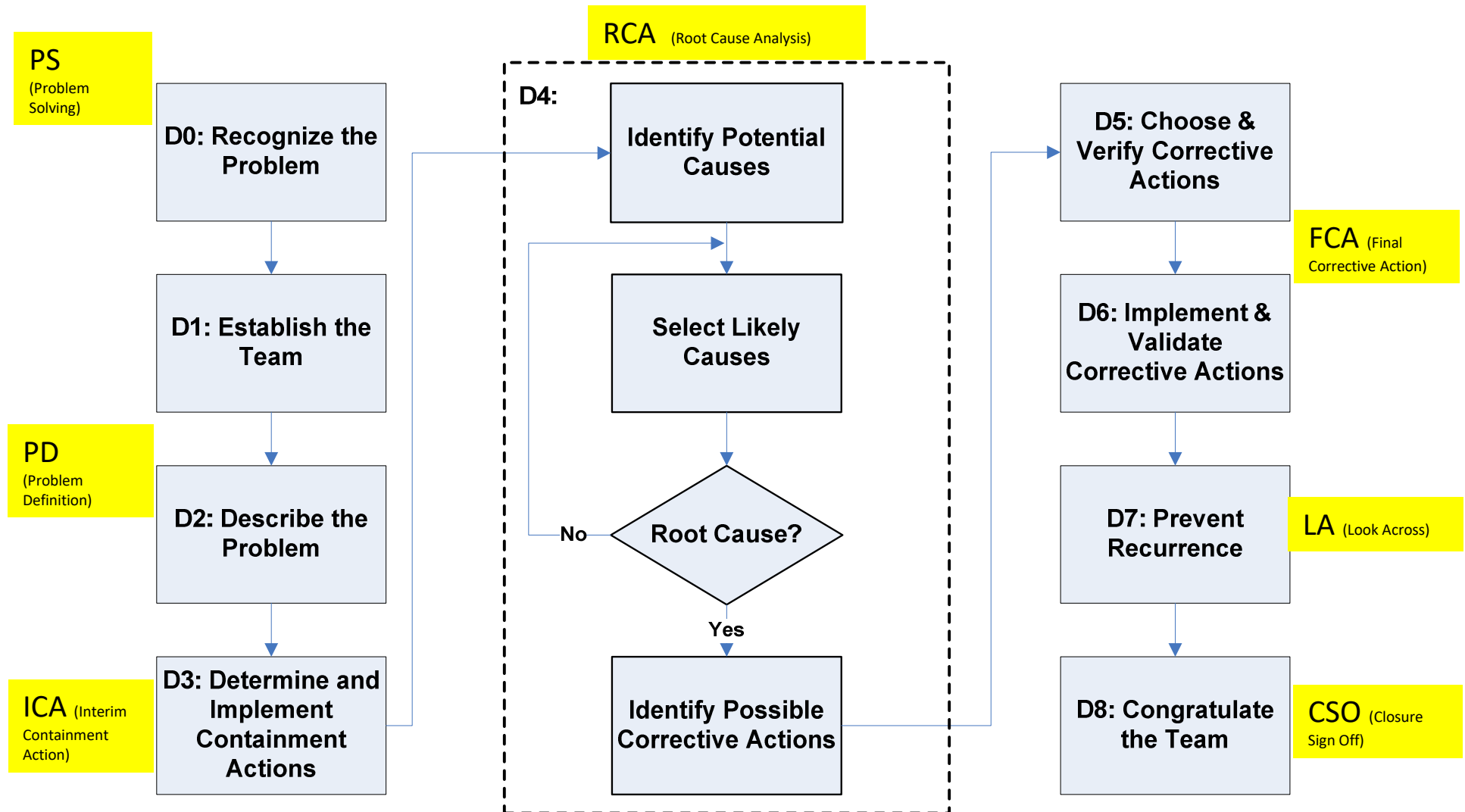
What is an 8d?

- 8D means 8 discipline
- It is a methodology to problem solving
- It refers on how document a problem with the resolution
- Called as well 8-D report or Corrective Action Report

Why 8D?

- 8D is a structure focus to problem solving
- Based on reality with data analysis
- Test and results progress, verification and validation
- Documented
 - History- information data
 - To prevent future problems
 - Avoid the recurrence

What does the 8d's are



8D Objectives

D1. Start with a multidisciplinary team

Establish a small and diverse group of people with the product and process knowledge, with appropriate techniques with the time and the authority to take necessary actions and solve the problem

D2. Describe the problem

Specify the internal / external problem through the identification of “what was wrong with what” and describe the problem in quantifiable that responded questions such as: Who?, What? Where?, When? Why? How big? How?

This will focus on the contention

D3. Determine and implement Containment Actions

Define, implement and verify the temporarily efficiency measures to protect the costumers and the problems effect until the corrective actions have implemented

D4. Identify Potential Causes

Identify and test all the possible causes, using the problem description and test data to insolate and verify the possible causes by priority established on the team meetings

8D Objectives

D5. Choose & Verify Corrective Actions

Through the test that confirmed the corrective actions selected will solve the problem and to avoid secondary effects. Define containment actions based on the risk evaluation

D6. Implement & Validate Corrective Actions

To implement the best solution as a permanent corrective action, through controls to assure the root cause is eliminated and the following the effects on long term basis

D7. Prevent Recurrence

Modify the methods, equipment, materials, procedures and process audit systems to prevent this and other problems, identify improvement opportunities on similar systems

D8. Congratulate the Team

Congratulate to all team members

Questions you should do

You can not solve what you can not describe, therefore, it is necessary to characterize the problem for the analysis:

Who? Identify the associate with the problem. Which customers have the problem?, Which internal groups has the same problem?

What? Describe the problem. Which is the defect? What part of the object?, Priority of the problem

Where? Does the defect presents in one part only? Where? Use a location sheet verification, Where the defect is located geographically? What is the distribution of the complains from costumers

When? Identify the moment when the problem starts in the past (trends), all the production shifts has experienced the same frequency? What season? When did this happen?, What change?

Why? Stablish knowledge explanations (This for the preliminary ideas, brain storm from possible causes)

How? How did the problem produced? What procedures were they using?

How many? Quantify the magnitud of the problema from ____ to ____.

What it is/ What not

Search

Search of comparative base. Put limits on the problema to reduce the corrective actions search.

The use of the searched information continuisly ask what it is or what is not. What is going on?

What could be happening, example:

- Which is the defect
- Where the defect was observed?
- Where the defect could be observed but it was not?
- In the cases that the defect can the cause but it does not
- When the conformity was observed
- How many parts are wrong on the system
- How many parts could be wrong in the system but they are not?
- Why?