8D PROBLEM SOLVING REPORT

Problem Reported By: _____ **Customer** ☐ **Supplier** ☐ **Internal** ☐

Part #/Name: _____ **Date Opened:** _____ **Time:** _____

Contact: _____ **Phone:** _____

Supplier Contact: _____ **Team Meeting Date:** _____

1 Assemble the Team

_____ _____ _____

_____ _____ _____

2 Problem Description

3 Interim Corrective Action

_____ **Quantity Inspected:** _____ **Effective Date:** _____

4 Define Root Causes

5 Verify Corrective Action

6 Permanent Corrective Actions

_____ **Effective Date:** _____

7 Prevention from Recurrence

8 Team Congratulations

Within 48 hours of the above date and time, send the problem originator a written first response with the interim corrective action.

8D PROBLEM SOLVING REPORT

FILLED-IN EXAMPLE

Problem Reported By: *Plant safety coordinator* **Customer** ☐ **Supplier** ☐ **Internal** ☒

Part #/Name: *All molded jobs that need flash trimming* **Date Opened:** *Week 1* **Time:** *7:00 AM*

Contact: *Plant manager* **Phone:** *Ext. 100*

Supplier Contact: *Outside tool repair shop* **Team Meeting Date:** *Week 1, Tuesday*

1 Assemble the Team

Plant manager (champion) | *Molding supervisor* | *Press operator, 1st shift*

Press operator, 2nd shift | *Tool room lead* | *Quality technician*

2 Problem Description

Operators are cutting their hands while trimming flash off parts with utility knives. Cuts happen ONLY on jobs that need knife trimming, not everywhere. Result: clinic visits, lost time, and rising insurance cost.

3 Interim Corrective Action

Gave operators different trimming tools, protective tape and cut-resistant gloves on every trim job. Note: learning curve caused over-trimming and extra scrap. Containment only. It does not cure anything.

Checked first parts off each trim job **Quantity Inspected:** *All trim jobs* **Effective Date:** *Day 1*

4 Define Root Causes

First answer: "People aren't careful." It does not fit: cuts only happened on knife-trim jobs. Knives are only needed where parts have flash at the parting line, and flash only comes from worn or damaged tools. ROOT CAUSE: we ran tools with flash and handed people a knife to clean it up. That is a company policy, owned by management.

5 Verify Corrective Action

Repaired the ONE tool with the most cuts. Parts came back with no flash: no trimming, no knife, no cuts on that job.

6 Permanent Corrective Actions

Repair tools so they do not flash. No flash = nothing to trim = no knife = no cut. (Better knives or knife training are NOT permanent fixes. They are more containment.)

Tool with the most cuts repaired first **Effective Date:** *Month 2*

7 Prevention from Recurrence

Fix every flashing tool, one at a time, within a set repair budget, with an outside tool repair shop as a partner. Operators flag any tool that starts to flash.

8 Team Congratulations

Pizza for the team. Operators named the bad tools, and this time management fixed them. Cuts went to ZERO in 9 months, clinic bills dropped, and insurance savings showed in 1 to 2 years.

Within 48 hours of the above date and time, send the problem originator a written first response with the interim corrective action.

Example from 8D Quest Part 3: "The Root Cause Wasn't Careless Workers" youtu.be/pj02hXiW1PE