Insert your company's name or logo.

8D Worksheet

The eight disciplines (8D) are commonly used to discover and eliminate multiple and complex root causes. Use the 8 steps to address complex problems with a focus on a fast reaction to high-risk nonconformances, completing the first three steps within three days and completing the rest within 57-days.

Tracking Number:	Customer Number:	Response Due Date:	Status

Step	D0	D1	D2	D3	D4	D5	D6	D7	D8
Action	Prepare	Team	Describe	Contain	Diagnose	Solve	Validate	Prevent	Close-out
Registered problem and Short Term Corrective Action in place in house			Long-term corrective action developed but not implemented		Long Term Corrective Action implemented. Monitoring/evaluating effectiveness			Long Term Corrective Action confirmed effective. Problem closed	

D0 – Prepare

Define and quantify the problem symptom as experienced by the customer, using the customer's words and terminology.

1. Define and quantify the symptom;
2. Identify the customer and affected parties (e.g., distributors, etc.);
3. Take emergency response action (if necessary).

D0	**Prepare** for Problem Solving - Does the problem warrant/require an 8D? If so, comment why and proceed.	**Is an Emergency Response Action Needed?** (If needed, document actions in F1020-06 Action Items Log)

D1 – Team

Appoint a team champion who has authority to make process changes, make resources available to the team, and monitor team progress.

Appoint a team leader who will direct the team and the use of the 8D methodology as well as coordinate team activities with the business and functions.

Select cross-functional team members based on their skills, technical knowledge relative to the problem, and ability to represent the stakeholders involved.

1. Identify a champion;
2. Identify a team leader;
3. Select team members.

D1	**Team Assembled** - Establish a small group of people with the process/product knowledge, allocated time, authority, and skill in the required technical disciplines to solve the problem and implement corrective actions.	**Team Goals:** **Team Objectives:**

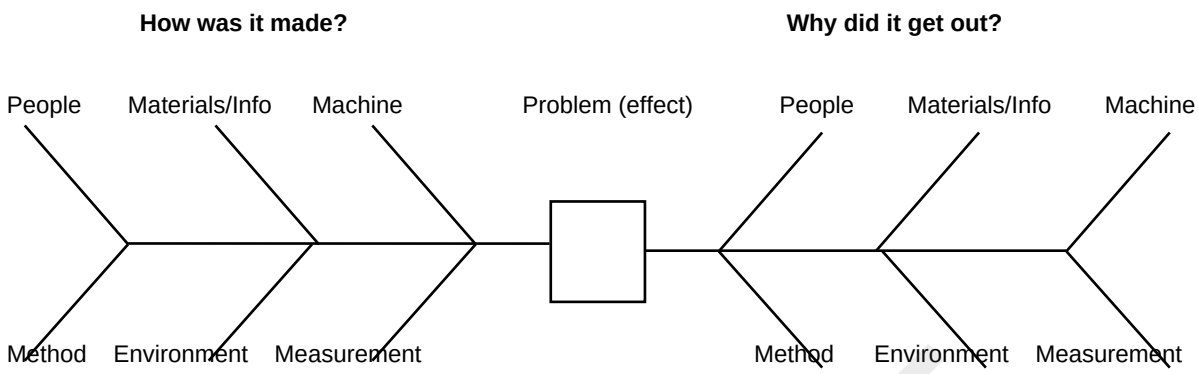
Department	Name	Skills	Responsibility

D2 – Describe

SAMPLE

Insert your company's name or logo.

8D Worksheet



Note on Diagram(s): circle the most likely contributors (3 max) from each side.

D4B1	5 – Why analysis: PROBLEM causes

Identify and Verify Root cause(s). Identify all potential causes which could explain why the problem occurred. Isolate and verify the root cause(s) by testing potential causes against the problem description and test data.

Why did the problem occur?		Why was that?
Why 1		
Why 2		
Why 3		
Why 4		
Why 5		

Root cause (The lowest level of cause that can be counter-measured):

D4B2	5 – Why analysis ESCAPE causes

When the 5 Why (Problem causal) is complete, develop a 5 Why (Escape causal) for the root cause of how the issue escaped local control points to the customer.

Why did the problem occur?		Why was that?
Why 1		
Why 2		

SAMPLE

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