



8D-Report

The 8D report is created in case of serious defects in your products to determine the root causes and to initiate appropriate corrective actions. Please analyze the root causes and define the related measures that will prevent the recurrence of the problem. You will receive the 8D report as an Adobe Interactive file by mail. Please complete this form and return it to us. In addition, we will send you as an attachment tools for editing an 8D report. These attachments are described at the end of this manual. Please only use our form with the latest status date.

In this document, we provide instructions how to fill the 8D report and send back to us.

1. Page

The first page contains the cover sheet. You can find the reference number and our status date in the header of the 8D-report.

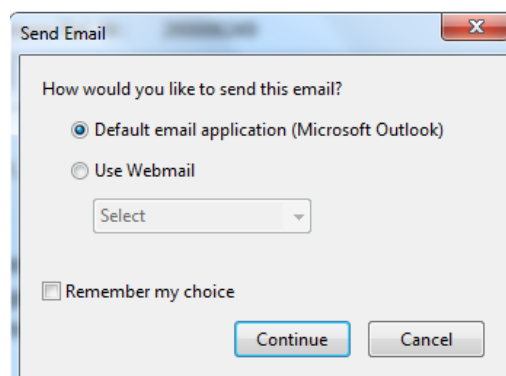
B/S/H/	8D - Report				Complaint Date: Sep 27, 2022
	Q-Report No.: 1000041703 Charging No.: 40322772				Status Date: Sep 28, 2022
S e n d	DH Header Data	D1 Customer Team	D2 Problem Description	D3 Containment Actions	D4 Root Cause Analysis
	D5 Planned Corr. Actions	D6 Impl. Corr. Actions	D7 Preventive Actions	D8 Closure	DS Signature
Attachment Files					
P r i n t					

You can use the yellow buttons for switching to the relevant sections of 8D-report.

The following functions can be executed with the gray buttons:



You can send the filled form back to BSH by pushing the button “Send”. In the following pop up you can choose your standard email-application (the complaint number is automatically transferred to the subject). Please ensure that the complaint number is always part of the subject to support us in the assignment of the complaint.





Attachment Files

Attach files to the complaint list.

You can choose a file from your file directory and attach it to the 8D-report.

You find the attachment on the last page.

Print

You can print the 8D-report with print control pop up.

2. Page

You can find the information of our complaint in the section “Header Data”, e.g. material number and contact person.

Header Data			
8D-Title:	Return Delivery	Reported By:	Alexander
Product:	Power gn	Material No.:	9001 6
Supplier Part Number:		Manufacturing Plant:	5031 BSH Hausgeräte GmbH / Postfach 11 67 / 89401 Dillingen/Donau
Supplier:			
Contact person Cust.:	Bernhard	Telephone:	+4990715
Business Address:	BSH Hausgeraete GmbH / PO Box 83 01 01 / 81701 Muenchen		Fax: +4990715
Email:	Bernhard @BSHG.COM		
Ref.No.:	8004206121	Notification:	309999208
		DelivChrg:	

Following the 8D-sections are listed that needs to be completed by you. Please inform us about the root causes of your defects and the corrective actions you have defined. You have to fill the blue text fields. The gray colored text fields contain our information, or information from a previous report.

Basic help for creating an 8D report is available for download on the BSH homepage:



<https://ocp.bsh-group.com/en/documents#section-quality>



Rubric:

- ➔ Supplier Enabling Supporting Documents
- ➔ „Problem Solving with 8D-Systematic”



D1 Problem Solving Team

Enter your contact person into the section „Supplier Team“. You can add or remove entries with the buttons  or .

D1 Problem Solving Team		
Problem solving team can consist of members of all involved parties.		
Sponsor: Heiko Jaecklin		
Customer Team First name:	Last name:	Email:
Team Leader Supplier First name Last name: Email:		
Heinrich	Müller-Schneider	h.mueller@lieferant.com
Team Members  		
Brigitte	Meier	b.maier@lieferant.com
Franz	Huber	f.huber@lieferant.com

D2 Problem Description

Our failure description is entered in the gray fields.

- Customer Description
- Longtext
- Defect type
- Defect Location

You can't change these entries.

You can enter your description of the defect into the text field „Supplier description“. If you want to enter more text, you can use the second long text field.

D2 Problem Description:	
For analysis the template "IS/ISNOT" can be used.	
Customer Description	Test 27092022
Defect Type:	Inscription incorrect / missing Defect Location: Mains Input
Longtext	
Compl. Qty.:	2 PC
Accept. Qty.:	2
Supplier description:	
Longtext	
Manufacturing Date:	



Please provide us the following information about the claimed components:

- Please inform us about the actual quantity of the defective components. This quantity will be stored in our QM system for key figure calculation.
- Please enter your description of the defect.
- The blue fields are reserved for your input.
- For problem description / problem determination the tool "IS/ISNOT" is suitable.
➔ See attachment

D3 Containment Actions

Inform us about your immediate action, which lead to the immediate elimination of the error. We expect your feedback within 48 hours.

A catalog for entries is available for the field „Description“.

You can enter more information for the action into the field „Longtext“

You can add or remove actions with the buttons  or .

D4 Root Cause Analysis


In this section, please enter the root causes for the complaint. The four main causes should be listed here. We expect your feedback within 14 days.

- Technical root cause(s) (TRC) "why could the failure occur?"
- Technical root cause(s) (TRC) "why the failure has not been detected?"
- Managerial root cause(s) (MRC) "why could the failure occur?"
- Managerial root cause(s) (MRC) "why the failure has not been detected?"



D4 Root Cause Analysis:	
Report root cause analysis within 14 days. For analyzing the templates "Ishikawa" and "5Why" (attachment) can be used.	
Description:	1. Root cause(s) (TRC) - Occurrence
Longtext	
Contribution %:	
Description:	2. Root cause(s) (TRC) - Non detection
Longtext	
Contribution %:	
Description:	3. Root cause(s) (MRC) - Occurrence
Longtext	
Contribution %:	
Description:	4. Root cause(s) (MRC) - Non detection
Longtext	
Contribution %:	

You can enter more information for the cause into the field „Longtext“

You can add or remove causes with the buttons  or .

Helpful tools for identifying these causes are:

- 5Why
- Ishikawa

D5D6 Potential corrective actions and proof of effectiveness

In this section, please enter long-term corrective actions that permanently prevent the recurrence of the error. Here you should use the same systematics as in discipline 4. We expect your feedback within 60 days.

- Corrective action(s) for the Technical root cause(s) (TRC) – Occurrence
- Corrective action(s) for the Technical root cause(s) (TRC) - Non-Detection
- Corrective action(s) for the Managerial root cause(s) (MRC) – Occurrence
- Corrective action(s) for the Managerial root cause(s) (MRC) - Non-Detection

D5/D6 Introduction of Corrective Action(S) and Tracking of Effectiveness			
Feedback within 60 days.			
Description:	1. Corrective action(s) TRC – Occurrence		
Longtext			
Verification:		Verification %:	
Responsible:		Planned introduction on:	Introduced on:
Description:	2. Corrective action(s) TRC - Non-Detect		
Longtext			
Verification:		Verification %:	
Responsible:		Planned introduction on:	Introduced on:
Description:	3. Corrective action(s) MRC – Occurrence		
Longtext			
Verification:		Verification %:	
Responsible:		Planned introduction on:	Introduced on:
Description:	4. Corrective action(s) MRC - Non-Detect		
Longtext			
Verification:		Verification %:	
Responsible:		Planned introduction on:	Introduced on:

You can enter more information for the permanent action into the field „Longtext“

You can add or remove actions with the buttons  or .

D7 Prevention of recurrence of the defect

Here you should enter the preventive actions:

- Ensure that the defined measures are implemented
- Transfer the findings to other processes
- “Lessons Learned”

D7 Prevention of recurrence of the defect	
Update for QM-System (FMEA, Procedure-Instructions, PQP ...)	
Description:	
Longtext	
Responsible:	
	Planned introduction on: In

adjusted FMEA
Poka Yoke
process control plan
improved documentation
other task



D8 Closure

In this section, the participants of the final discussion, and the result of the self-assessment are entered. At the start of the 8D report you have to define a final date until when the 8D report is completed.

D8 Closure		
Participant First name:	Last name:	Email:
Result:		
Accomplished at:		






4. Page

We are able to send files attached to the complaint list for further information of the complaint.

You can open the files with the Button  after you have marked the file in the blue colored box.

https://media3.bsh-group.com/Documents/18207205_Attachment_Supplier_8D.xls

Link-GUID	Form type	Doc Name	Doc Value	Delete on DB	NEW ATT
	application/vnd.openxmlformats-officedocument.spreadsheetml.sheet	https://media3.bsh-group.com/Documents/18207205_Attachment_Supplier_8D.xlsx	https://media3.bsh-group.com/Documents/18207205_Attachment_Supplier_8D.xlsx		

However, you can also edit the files by using the additional functions of your PDF reader.

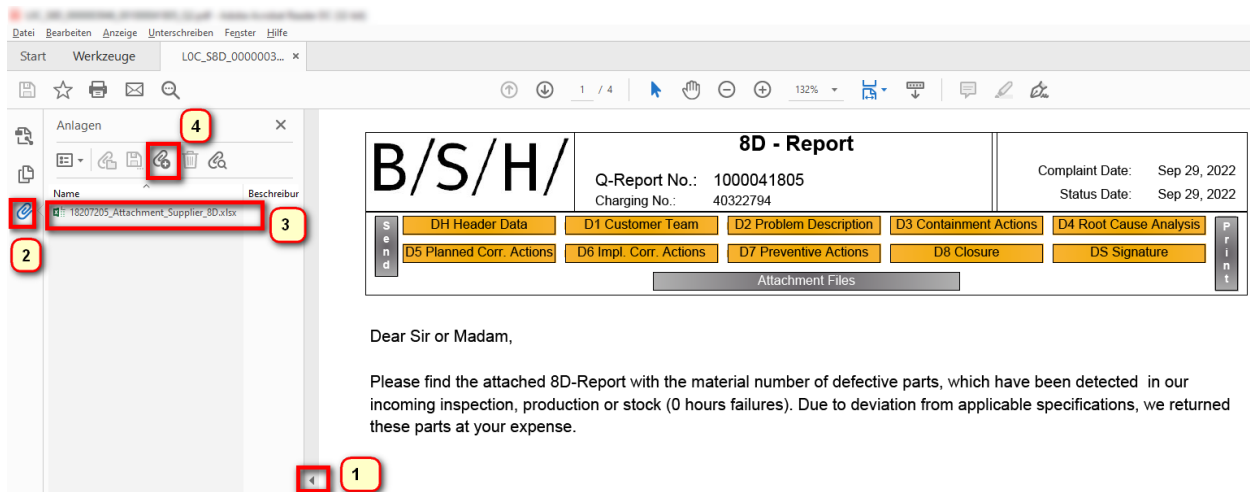
➔ see next page



More information / troubleshooting:

For viewing / editing, you need a PDF reader. These can usually be obtained and installed free of charge. If there are problems with the attachment, or the print function, then these functions can be executed directly with the PDF Reader. Here is an example from a well-known PDF Reader:

File functions (attachment):



1. open additional functions
2. click attachments (paper clip)
3. double click file (open) → here you can see our tools to work with 8D.
4. attach new file

Further functions:

- Print
- Store
- Send as mail

