

Handling of Complaints using an 8D Report

- Step 1 – Team:

In the first step, the supplier establishes a team of experienced and qualified personnel. They should prepare the complaint and find a solution that is acceptable for the customer.

- Step 2: Problem Description

In this step the appeared defect should be specified. The supplier needs to analyse the given information. If information is missing, the supplier should contact the customer.

To complete step 2, the supplier has to answer himself the following question

- Who complains (Contact person)?
- What is complained?
- What is being objected to what (defect)?
- What is the object (machine, process, product etc.)?
- What is the defect (interruption, defect, error, deviations etc) ?
- Where the object was observed (place)?
- Where is the defect at the object?
- When is the fault occurred first, were reported or observed?
- How many objects are involved?

- Step 3: Containment Actions

This step should deliver short term solutions that solve the problem for the moment.

It attempts to avert damage from the customer as stoppage of production

The cause of the problem may not yet have been identified. A Containment Action could be: 100% inspection of outgoing goods.

- Step 4: Root Cause(s)

Through testing and experimentation will be attempted in step 4 to find the cause of the claimed problem. The root cause analysis is one of the key facts of the 8D method. Therefore it should be taken in a very systematic and target-oriented way.

- Step 5: Corrective Action(s)

In this step the supplier needs to write down the possible solutions and the used corrective actions.

- Step 6: Implemented permanent Action(s)

The supplier creates a plan, where he writes down how and when he will implement the specified corrective actions. Affected employees have to be informed about the changes.

After the implementation of the corrective actions, they have to be checked and if the error still occurred, other permanent actions should be defined.

- Step 7: Preventive Action(s)

In this part the team has the aim that the defect should not be occurred in the future.

Usual practices must be changed by the supplier.

The amendment to existing instructions and control systems should also been changed.

Best practice is, if the root cause analysis could be used in other 8D teams and projects. To facilitate this to other 8D complaints, the recorded and collected results should be published to the company

- Step 8: Review

The eighth step is the ending of the 8D method.

The results must be communicated to the customer and the work of the team should be assessed. Positive and negative things should be discussed. This will keep the motivation on a high level, so that the members of the team will participate in other 8D complaints.

- Result

The Result of the 8D method is the completed 8D report, which has to be sending to the customer. To keep the customer informed, the supplier could send during the process updates.

- communicate the results

To communicate the results, the report should be sent back as a digital document.

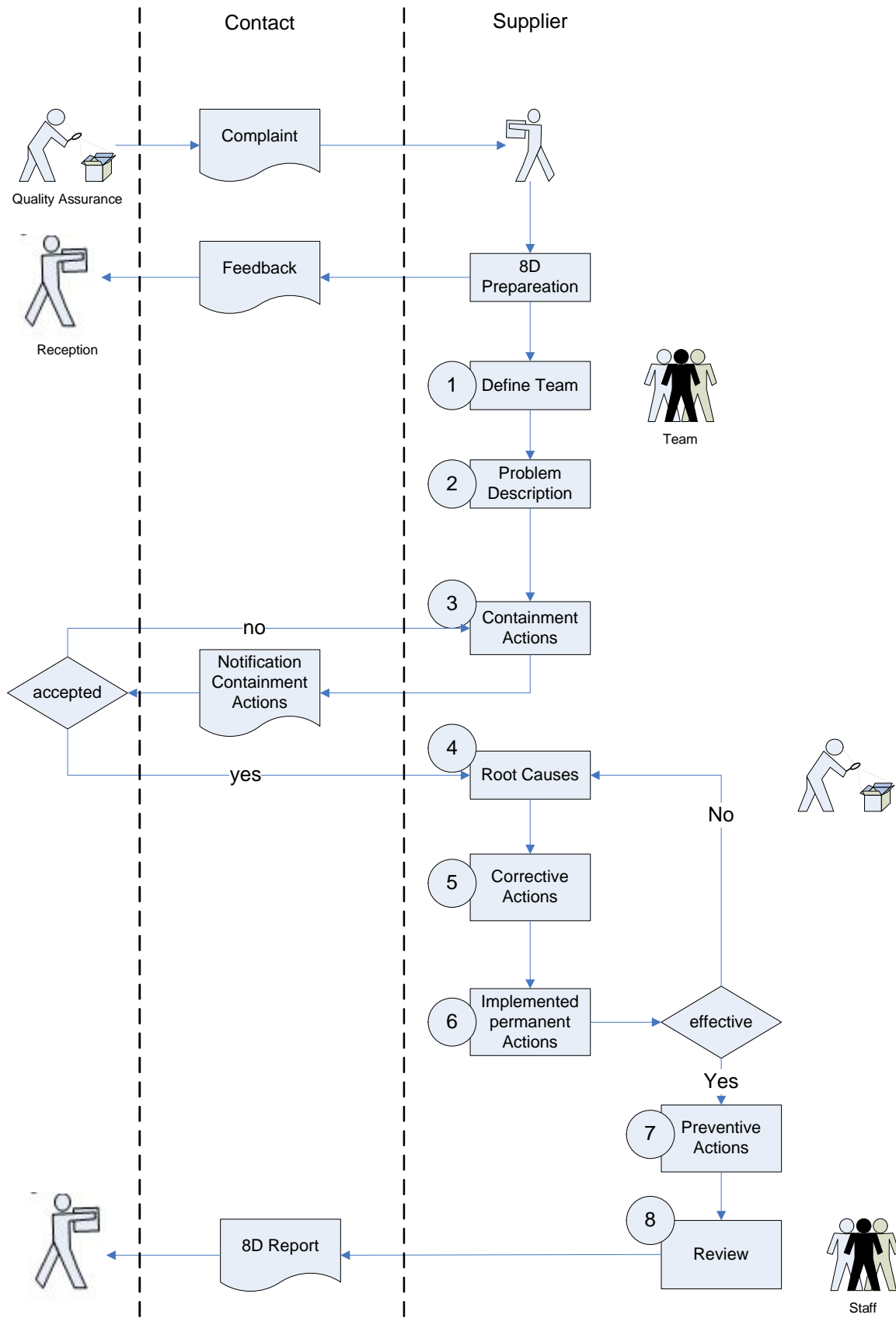


figure 1: flow chart for preparing a complaint with 8D

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