



Progress			D1	D2	D3	D4	D5	D6	D7	D8
Start Date		Action	Establish Team	Define Problem	Containment Actions	Find Root Cause	Corrective Actions	Validate Corrective Actions	Preventive Actions	Sign Off & Celebrate
Last Update		Due Date								
		Actual Date								

8D Problem Solving Documentation

Case title

Initiator name Case ID

Complaint Type		Supplier Complaint Number		
Supplier Name		Supplier Number (DSL)		
Danfoss Part Number	Danfoss Part Name	Supplier Part Number (if applicable)	Supplier Production Date/Serial Number	Qty Rejected/Returned

D1	Establish team *	
	Name	Relevant Skills/Function

D2	Define problem *
	Problem definition

Sketch or photo of problem	
Other products/processes concerned? If yes, which:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Problem severity: <input type="checkbox"/> Minor <input type="checkbox"/> Major <input type="checkbox"/> Critical	

D3	Define and implement containment actions *				
Containment needed? <input type="checkbox"/> Yes <input type="checkbox"/> No					
What?	Do it?	How (Containment Actions)?	How many? *	Who?	When?
Immediate counter-measures at factory *	<input type="checkbox"/> Yes				
Supplier Stock Containment	<input type="checkbox"/> Yes				
In-process & Factory Stock Containment	<input type="checkbox"/> Yes				
Distribution Center/ Warehouse Containment *	<input type="checkbox"/> Yes				
In Transit Containment	<input type="checkbox"/> Yes				
Customer Factory/Stock Containment	<input type="checkbox"/> Yes				
Field/Final User Stock Containment	<input type="checkbox"/> Yes				
Description/comments on containment actions:					
Containment effective date:					
Containment period:					

D4

Find root cause

Plan for problem solving meetings, data collection and analysis *

What	Approach/ Tool Applied	Who	Due date	Is data validated

Describe root cause / graphical representation of findings

What was the Root Cause for the Problem?

Why was the Problem not detected in time?

Recurrence Classification

Known root cause - not a recurrence *	<input type="checkbox"/>	Known root cause - a recurrence *	<input type="checkbox"/>	New root cause *	<input type="checkbox"/>
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No Root Cause Discovered - Decision taken to stop further analysis (describe why)

D5	Define and implement corrective actions *			
	Corrective Action	Who	Due date	Actual date
All corrective actions implementation date				
1 st serial number/prototype number/version number...				

D6	Validate corrective actions *				
	Method of Validation *	Validated * (Ok/Not Ok)	Who	Due date	Actual date
Effective implemented actions date					

D7	Define and implement preventive actions				
	Once corrective actions have been verified and proven effective, those actions must be standardized to relevant products/processes to prevent the same failure in the future.				
	Preventive Actions *	Where	Who	Due date	Actual date
S/D/P-FMEA update needed? <input type="checkbox"/> Yes <input type="checkbox"/> No		FMEAs updated:			

D8	Sign off and celebrate		
	Lesson Learned about the 8D process		
	How will the results and lessons learned be shared?		
Approve Closure (Yes/No)	Date	Function	Name/Signature