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:	☐ Yes	☐ No	

Problem severity:	☐ Minor	☐ Major	☐ Critical

D3 — Define and implement containment actions

Containment needed?				☐ Yes	☐ No

What?	Do it?	How (Containment Actions)?	How many?	Who?	When?
Immediate counter-measures at factory	☐ Yes				
Supplier Stock Containment	☐ Yes				
In-process & Factory Stock Containment	☐ Yes				
Distribution Center/ Warehouse Containment	☐ Yes				
In Transit Containment	☐ Yes				
Customer Factory/Stock Containment	☐ Yes				
Field/Final User Stock Containment	☐ 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	☐	Known root cause - a recurrence	☐	New root cause	☐

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	
1st 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?	☐ Yes ☐ 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