

8D Progress Tracker — D0 to D8

8D / SCAR number: _____

Customer / part: _____

Complaint received: _____

Champion: _____

Team leader: _____

D	Discipline	Gate — what must be true before this step is closed	Owner	Due	Status	Evidence — where it is	Closed on
D0	Preparation & emergency response	Emergency action taken and logged, the symptom written down as the customer reported it, and the applicability check made — is this an 8D, or a lighter corrective action?					
D1	Form the team	Three to seven cross-functional members, a single named champion, at least one person with authority to commit resources, and time explicitly allocated — not an evening side-project.					
D2	Describe the problem	A fact-based statement built from Is / Is-Not and 5W2H: what, where, when, how many, measure against target. No cause, no blame, and anything unevidenced flagged rather than guessed.					
D3	Interim containment	The customer is protected within 24-48 h. Containment action, its effectiveness (%) and the start date are recorded; the removal date stays open until D6 says otherwise.					
D4	Root cause analysis	TWO verified causes — occurrence and escape — each with its own evidence. If the escape cause reads 'the inspector missed it', the chain stopped one why too early.					
D5	Permanent corrective actions	One action per root cause, taken as high in the hierarchy as is feasible (eliminate > substitute > engineering control > administrative), plus the verification method chosen BEFORE implementation. 'Re-train the operator' is challenged, not accepted.					
D6	Implement & validate	Actions deployed and effectiveness shown with before/after data over the monitoring period (automotive: typically 30 consecutive clean days). Containment removed only after that. If the defect returns you are in D4 again, not in D6.					
D7	Prevent recurrence	PFMEA and control plan updated, work instructions revised and re-trained, similar products, lines and plants checked, lesson recorded. Named artefacts with dates — not intentions.					
D8	Recognition & closure	Lessons learned captured before the team disbands, the team recognised, report signed off and filed against the customer's SCAR number.					

The customer clock — what is due when

Milestone	Common customer expectation	Your date	Met?
Complaint received	Day 0 — the clock starts when it lands, not when you open the file		
D3 containment in place	24-48 hours		
Interim 8D submitted	Often 10 working days		
D6 monitoring period	Typically 30 consecutive days of clean production		
Containment removed	After D6 confirms, never before		
Final 8D closed	Typically 30-60 days from the complaint		

These are the intervals most commonly written into automotive and aerospace supplier requirements. They are not a standard: your contract, customer portal or SCAR letter sets the actual clock. Enter your own dates first, then work backwards from the closure date.

Free 8D progress tracker — 5xwhys.com/articles/8d/guide/ · A gate is not closed because the box is filled in; it is closed because the evidence next to it exists.