8D Pre-Submission Checklist — 24 reasons reports come back

8D / SCAR number: _____
Customer / part: _____
Submission date: _____
Customer reviewer (SQE): _____
Checked before sending by: _____

Work down the list before you submit. Anything marked Fix is a rejection waiting to happen; anything marked Pass needs a location in the last column, because a reviewer will ask for it.

#	D	What the reviewer checks	Rejected when	Accepted when	Status	Evidence — where it is
1	D0	**The symptom is the customer's own wording**	The complaint has been reworded into internal language, or a part number replaces the description.	The complaint text, the customer reference and the date it was received appear as they arrived.		
2	D0	**Emergency response is recorded**	The first action taken on day one is missing, or has no date and no owner.	The immediate action, the date and time, and who took it are all recorded.		
3	D1	**The team is cross-functional and real**	The list is managers only, with nobody from the process, or a single name carries the whole report.	Three to seven members are named with roles, including the process owner and a champion with authority to commit resources.		
4	D2	**The problem is quantified**	The section restates the complaint in prose: 'customer found defective parts'.	What, where, when and how many are given as numbers, measured against the target or specification.		
5	D2	**The boundary is defined**	Nothing is excluded, so every candidate cause stays equally plausible.	An Is / Is Not grid (or equivalent) shows what was equally exposed and stayed unaffected.		
6	D2	**The suspect population is bounded**	Quantity affected, lot or date codes and the traceability limits are missing.	The population is bounded by lot, date code or serial range, and the bound is justified.		
7	D3	**Containment actually contains**	The action is 'operators informed' or 'told to pay attention' — an instruction, not a barrier.	A physical or procedural barrier is in place that the customer can verify independently.		
8	D3	**Containment covers the whole pipeline**	Only the plant is addressed; stock already at the customer or in transit is not mentioned.	Customer stock, goods in transit, warehouse, WIP and finished goods are each listed with quantity and disposition.		
9	D3	**Containment effectiveness is measured**	No effectiveness figure, no sample size, no verification data.	Check method, sample size, result and start date are stated — and the removal date is left open.		
10	D4	**The occurrence cause is verified, not asserted**	The chain stops at a process step or a symptom, and nothing was tested.	The cause is proven — by switching the effect on and off, or by data that excludes the alternatives.		
11	D4	**The escape cause is present ← most common rejection**	Only the occurrence cause is given, or the escape cause reads 'the inspector missed it'.	The control that should have detected the defect is named, with the reason it did not — a second chain with its own evidence.		
12	D4	**The cause is systemic, not personal**	The chain terminates at a person: 'operator error', 'human error'.	The chain reaches the system that allowed the error: method, machine capability, specification, planning or workload.		
13	D4	**Both chains have attached evidence**	The analysis refers to tests, measurements or data that are not in the file.	Each chain names its evidence with dates and revision numbers, and the evidence is attached.		
14	D5	**One permanent action per root cause**	The action list does not map to the causes, or a cause has no action against it.	Every root cause has at least one action, each with a named owner and a date.		

#	D	What the reviewer checks	Rejected when	Accepted when	Status	Evidence — where it is
15	D5	**The action is stronger than training**	Retraining, awareness or 'increase inspection' is offered as the permanent corrective action.	The action eliminates, substitutes, error-proofs or engineering-controls. Training is listed as supporting, not as the fix.		
16	D5	**The verification method is chosen before implementation**	The report says the action 'will be monitored', with no acceptance criterion.	The measure, the target, the period and the person who confirms it are written before the data is collected.		
17	D6	**Effectiveness is shown with data**	The section says 'implemented' and gives dates only.	Before and after data over a stated period show the defect rate at target, with the sample size.		
18	D6	**Containment is removed only after proof**	Containment ends on the implementation date, before any effectiveness data exists.	The removal date falls after the monitoring period, and the decision to remove is recorded with the data behind it.		
19	D7	**PFMEA and control plan are updated**	D7 is empty, or repeats the D5 actions in different words.	Named documents with revision numbers and dates: PFMEA, control plan, work instruction, inspection standard.		
20	D7	**Read-across is done**	Similar parts, lines, shifts and plants are not mentioned at all.	The scope checked is named — including the conclusion that nothing else is affected, if that is the finding.		
21	D8	**Closure is signed and the lesson is recorded**	The report is closed without champion sign-off, or the lessons-learned field repeats the root cause.	Sign-off, date and a lesson written so that a team on another product could use it.		
22	Form	**The customer's own form and mandatory fields**	Your layout is used where the customer requires theirs, or mandatory portal fields are left blank.	Every mandatory field is completed, or explicitly marked N/A with a one-line reason.		
23	Form	**Dates are internally consistent**	D3 predates D0, or containment removal predates the D6 data, or the portal dates disagree with the report.	The timeline reads in order, and the dates in the report match the dates in the customer portal.		
24	Form	**Attachments are legible, named and referenced**	Photographs with no date, no scale and no caption; files called IMG_0423; nothing pointing to which discipline they support.	Attachments are numbered, captioned, dated and referenced from the discipline that relies on them.		

Wording that gets a report sent back

Wording in your report	What the reviewer concludes	Write this instead
Operator error / human error	The analysis stopped at a person, so the system that allowed it is untouched and the defect can recur tomorrow.	What made the error possible and what let it through: no error-proofing at the step, no downstream detection.
Operator re-trained	The weakest action in the hierarchy, and it depends on memory. Nothing in the process changed.	A change to the process or control that works without recall. Training stays, as a supporting action.
100% inspection (as the permanent action)	Inspection is containment. Offering it as the permanent fix says no cause was removed.	Keep the inspection as containment, name the permanent action separately, and remove the inspection with data in D6.
No problem found / could not reproduce	The investigation stopped without a boundary, and the customer still holds the defective part.	What was tested, with what method and sample size, and what those results exclude — plus the next test.
Will be monitored	No acceptance criterion, so there is no way for anyone to say later whether it worked.	The measure, the target, the period and the name of the person who confirms it.
Operators instructed to pay attention	An instruction is not a containment; the customer is not protected.	The barrier actually in place: sortation with results, a fixture change, a gauge, or a hold on the suspect lots.
Process improved / procedure updated	Nothing verifiable. There is no document to audit against.	The document name, its revision number and the date it was released.
Supplier issue	Responsibility has moved, but your escape cause is still missing — the part reached the customer through your controls.	Your own escape cause: why incoming inspection or the supplier control plan passed it, and what changed in your control.
As per standard procedure	If the defect happened while the procedure was followed, the procedure is part of the cause.	What in the procedure permitted the outcome, and what was changed in it.

These phrases are the ones most often flagged in customer reviews. They are not forbidden words — each is rejected because of what it leaves unanswered, so the replacement column is the point, not the wording.