

8D Problem Solving Report

Report #: _____
Date opened: _____
Customer / Part: _____
Champion: _____
Date closed: _____

D0 — Symptom & Emergency Response

Symptom as reported by the customer · emergency action taken · date

D1 — Team

Champion · team leader · members with roles and departments

D2 — Problem Description

What / where / when / how many (5W2H) · is/is-not analysis · current measure vs target

D3 — Interim Containment Action

Action protecting the customer NOW · % effectiveness · date implemented · verification

D4 — Root Cause Analysis

Root cause of OCCURRENCE (why it happened) · root cause of ESCAPE (why it wasn't detected) · evidence for each

D5 — Chosen Permanent Corrective Actions

PCA for occurrence + escape · why chosen over alternatives · risk check (new FMEA line?)

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D6 — Implementation & Validation

Implementation date · validation data BEFORE vs AFTER · containment removal date

D7 — Prevention

Systemic changes: procedures, FMEA update, control plan, similar products/processes covered

D8 — Team Recognition & Closure

Lessons learned · team recognition · closure date · champion sign-off

Free 8D report template — 5xwhys.com/articles/8d/template/ · D4: document BOTH the cause of occurrence and the cause of escape.