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|  | | | 8D-Report for Suppliers */* 供应商8D 报告 **Hella claim no.** / Hella抱怨号:   |  | | --- | |  |   **Interim-8D-Report** */ 临时8D报告*  **Final-8D-Report** */ 最终8D报告* | | | | | | | | | | | | | | **First issue date** */*  *第一次发布日期*:  **Date of Update** */*  *更新日期*: | | | |
| **1.0** | **HELLA claim *date*** */ HELLA 抱怨日期:*  **Contact person** */ 联系窗口:*  **E-mail** */ 邮箱:*  **Telephone** */*电话**:**  **HELLA – Part no.** */ HELLA 料号:*  **Part name** */ 产品名称:* | | | | | | | | | | | **Type of failure***/**失效件来源*:  **HELLA internal** */ HELLA 内部*  **0-km Return** */ 0-km 退货*  **Field return** */**市场退货*  **Logistics failure** */ 物流失效* | | | | | | | | |
| **1.1** | **Contact Supplier (team leader):** */*  *供应商联系窗口（负责人）:*  **Department** */**部门*:  ***E-mail*** */ 邮箱:*  **Telephone** */ 电话*:  **Team members supplier (name / function)** */*  *供应商小组成员 ( 名字/ 部门)*: | | | | | | **Location of production** **Supplier:** */*  *供应商产地:*  **Part no. Supplier** */**供应商料号:*  **Rejection no. Supplier** */* *供应商内部抱怨追溯号:*  **Type of machine** */ 生产设备类型:*  **Equipment-no. supplier** */* *供应商生产设备编号:*        **Device no. Supplier** */* *供应商装置编号:*  **Affected cavities / sub tools** */* *影响的穴/工装:* | | | | | | | | | | | | | |
| **2.0** | **Problem description HELLA** */**HELLA问题描述:* … | | | | | | | | | | | | | | | | | | | |
| **2.1** | **Problem description Supplier incl. examplary photos if useful (good part / bad part)** */*  *供应商问题描述，如果适合，可以包含样品照片 (好产品 / 失效产品)*  ... | | | | | | | | | | | | | | | | | | | |
| **2.2** | **Re-occured failure** */ 是否重复发生*?**Yes** */**是* **No** */ 不是*  **If Yes** */**如果是*: **Last HELLA complaint no*.*** */**Hella 上次抱怨号*:  **Last Supplier complaint no*.*** */**上次抱怨供应商的追溯号*: | | | | | | | | | | | | | | | | | | | |
| **2.3** | **Claimed quantity named by HELLA** */ HELLA抱怨的数量:*  **Potentially affected quantity** */**潜在受影响的数量:*  **Affected period of time** */ 受影响的时间段:* | | | | | | | | | | | | | | | | | | | |
| **2.4** | **HELLA stock affected** */* ***HELLA****受影响的库存*  **Yes** */**是*  **No** */ 否* **Quantity** */ 数量*:       **(Delivery) lot numbers** */ 交付批号* | | | | | | | | | | | | | | | | | | | |
| **Parts on route of transport to HELLA affected** */ 发运到Hella途中受影响的产品：*  **Yes** */**是*  **No** */ 否* **Quantity** */ 数量*:       **(Delivery) lot numbers** */ 交付批号* | | | | | | | | | | | | | | | | | | | |
| **Supplier consignation stock (if in use) affected** */*供应商委托（如果在使用）受影响的库存  **Yes** */**是*  **No** */ 否* **Quantity** */ 数量*:       **(Delivery) lot numbers** */ 交付批号* | | | | | | | | | | | | | | | | | | | |
| **Supplier stock affected** */**供应商受影响的库存*  **Yes** */**是*  **No** */ 否* **Quantity** */ 数量*:       **(Delivery) lot numbers** */ 交付批号* | | | | | | | | | | | | | | | | | | | |
| **Remark** */ 备注:* | | | | | | | | | | | | | | | | | | | |
| **3.0** | **Containment Action: e.g. rework, sorting, stock exchange** */*  *围堵措施: 如: 返工,分类拣选,库存交换,包含不良率等信息* | | | | | **Date (CW not accepted)** */ 日期 (不接受周)* | | | | | **Responsible** */**责任人* | | | | | **Remarks** */ 备注* | | | | **Effectiveness in %** */*  *有效性***%** |
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| **3.1** | **Result of the executed sorting actions referring to section 3.0** */* 3.0*规划的分选措施的结果:* | | | | | | | | | | | | | | | | | | | |
| **Location of sorting** */分拣场所* | | | | **Sorted pieces** */*  *分拣的数量* | | | | | | | | **Defective parts** */*  *缺陷品数量* | | | | | | **Ppm defect** */*  *缺陷PPM* | |
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| **Total /** *Summe* | | | |  | | | | | | | |  | | | | | |  | |
| **3.2** | **First delivery after implementation of containment actions** */* **Date** */* 日期:  *围堵措施执行后的第一次交货信息：*  **Marking of this delivery** */该批交货的标识:* | | | | | | | | | | | | | | | | | | | |
| **4.0** | **Analysis (i.e. visual inspection, 3 D measurement, X-ray, chemical analysis etc.), useful details to be added from page 5 on**  分析(例如，目视，3D测量，X-Ray,化学分析等.), 有价值的详细信息可以添加在第5页的“参考文件”里… | | | | | | | | | | | | | | | | | | | |
| **4.1** | **Using 5 Why is mandatory, other Q-Tool (i.e. Ishikawa, FTA 5 M Method) can be added on the last page of the format** /  务必使用“5个为什么”分析真因，*其他质量工具（例如，鱼骨图，故障树分析法，5M）的分析资料*  可以放在最后一页的参考文件中 | | | | | | | | | | | | | | | | | | | |
|  | **Analysis of failure occurrence** */*  *失效发生的分析* | | **Analysis of non- detection** */*  *失效没有探测出来的分析* | | | | | | | | | | | **Analysis of the system (management root cause)** */ 系统分析(管理系统上的根本原因)* | | | | | |
| Why?为什么？  Because!因为！ |  | |  | | | | | | | | | | |  | | | | | |
| Why?为什么？  Because!因为！ |  | |  | | | | | | | | | | |  | | | | | |
| Why?为什么？  Because!因为！ |  | |  | | | | | | | | | | |  | | | | | |
| Why?为什么？  Because!因为！ |  | |  | | | | | | | | | | |  | | | | | |
| Why?为什么？  Because!因为！ |  | |  | | | | | | | | | | |  | | | | | |
| **Remark** */ 备注*:  … | | | | | | | | | | | | | | | | | | | |
| **4.2** | **Internal Deviation** */ 发生偏差的子过程:*   **No trouble found** */无故障发生*  **Process** */ 工艺*   **Material** */ 材料*  **Sub-supplier** */ 分供方*  **Operator** */**操作工*   **Packaging – Storage**  /  **Transport** */* *运输*   **HELLA responsibility** */*  *包装 – 储存* *HELLA 责任* | | | | | | | | | | | | | | | | | | | |
| **4.3** | **Risk analysis** */**风险分析*:  **Occurance rate of the suspected quantity incl. identification of suspected parts and calculation of the failurerate** */*  *预测的失效发生率，内容需要包括已经识别的可疑品数量和预测的计算方法* | | | | | | | | | | | | | | | | | | | |
| **Early failure CLR** */ 0-Km早期失效0-Km客诉*  **Yes** */* *是* **No** */* 否 **Unknown** */ 不清楚*       **ppm**  **Failure over lifetime** */覆盖生命期的缺陷:*  **Yes** */* *是*  **No** */* *否*  **Unknown** */ 不清楚*       **ppm** | | | | | | | | | | | | | | | | | | | |
| **4.4** | **Risk Reduction** */ 风险降低:*  **Could this failure mode occure at other HELLA locations?** */*  *该缺陷是否会发生在Hella其它的工厂?* **Yes** */* *是*  **No** */ 否* | | | | | | | | | | | | | | | | | | | |
| **If yes, at which HELLA locations?** */*  *如果是，是海拉的那个工厂* | | | | | | | | | ***Who was informed?*** */*  *谁被通知到了* | | | | | | | | | | |
| **If yes, are the actions of section 3.0 and 5.0 implemented at other location, too?** */*  *如果是,3.0和5.0的措施也在Hella该工厂落实了吗?*  **Yes** */* *是*  **No** */ 否* | | | | | | | | | | | | | | | | | | | |
| **Could this failure mode occur at other products / processes / Supplier locations?** */*  *该缺陷是否会发生在供应商的其他工厂/产品/工序？*  **Yes** */* *是*  **No** */ 否* | | | | | | | | | | | | | | | | | | | |
| ***If yes, for which parts / processes at Supplier locations*?** */*  *如果是, 是哪个产品/工序在供应商处受影响?:* | | | | | | | | ***If yes, who was informed*?** */*  *如果是，谁被通知到了?*: | | | | | | | | | | | |
| **If yes, are the actions of section 3.0 and 5.0 implemented for that, too?**  *如果是,3.0和5.0的措施落实了吗?*  **Yes** */* *是*  **No** */ 否* | | | | | | | | | | | | | | | | | | | |
| **5.0** | **Mid- / Long term measure to prevent further occurrence** */*  中期/长期措施—真因再发防止措施 | | | | **Date (CW not accepted)** */* *日期 (不接受周)* | | | **Responsible** */**责任人* | | | | | | **Remarks** */*  *备注* | | | | **Effectiveness in %** */ 有效性(*%) | | |
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| **5.1** | **Measure for failure detection, in case of missing effective counter measure to prevent reoccurrence** /  *如果没有办法预防再发，必须制定有效的不良探测措施，失效件的探测方法* | | | | **Date (CW not accepted)** */* *日期 (不接受周)* | | | **Responsible** */**责任人* | | | | | | **Remarks** */*  *备注* | | | | **State of implementation (%)** */ 执行状态（%）* | | |
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| **5.2** | **Correction of System to prevent failure systematically** /在体系上采取可以系统性防止不良发生的纠正措施 | | | | **Date (CW not accepted)** */* *日期 (不接受周)* | | | **Responsible** */**责任人* | | | | | | **Remarks** */*  *备注* | | | | **State of implementation (%)** */执行状态（%）* | | |
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| **5.3** | **First delivery after implementation of corrective actions** */* **Date** */* 日期:  *执行改进措施后的第一批次交货:* | | | | | | | | | | | | | | | | | | | |
| **First delivery after implementation of detective actions** */* **Date** */* 日期:  *新的探测方法执行后的第一次交货:* | | | | | | | | | | | | | | | | | | | |
| **Marking of this delivery** */ 交货的标识:* | | | | | | | | | | | | | | | | | | | |
| **5.4** | **FMEA updated** */ FMEA 已经更新*?:**Yes** */* *是***No** */* *否*  **If not, why not */*** *如果没有，为什么没有*? | | | | | | | | | | | | | | | | | | | |
| **Failure already registered in the FMEA before?** */ 失效已经登录到之前的FMEA中?:*  **Yes** */* *是***No** */* *否*  **Previous FMEA 先前的 FMEA**  ***Severity*** */ 严重度:*       ***Occurrence*** */发生度*:       ***Detection*** */ 探测度*:       **RPN** / *风险系数*.  **Revised FMEA修订后的 FMEA**  ***Severity*** */ 严重度:*       ***Occurrence*** */ 发生度*:       ***Detection*** */ 探测度*:       **RPN** /*风险系数.* | | | | | | | | | | | | | | | | | | | |
| **5.5** | **Product- / Process documentation changed** */ 产品/过程相关文件更新:* **Yes** */* 是 **No** */* 否  **Control Plan Updated** */* **Yes** */* *是* **No** */* *否* **Not relevant** */ 不相关*  *控制计划已更新:* **Date** */* 日期*:*        **Procedures / written instructions updated** */* **Yes** */* *是* **No** */* *否* **Not relevant** */ 不相关* *程序文件/书面指导书已更新:* **Date** */* 日期*:*  **Information to other supplier factories / sub-supplier:** **Yes** */* *是* **No** */* *否* **Not relevant** */ 不相关* *是否有需要传递给供应商的其他工厂/分供方的信息：* **Date** */* 日期*:*  **Test concept updated** */* **Yes** */* *是* **No** */* *否* **Not relevant** */ 不相关* *测试方法已经更新:* **Date** */* 日期*:*  **Test equipment capability checked after implementation of 5.0** */* **Yes** */* *是* **No** */* *否* **Not relevant** */ 不相关*  *在执行了5.0的新测试方法后测试系统能力必须重新评估* **Date** */* 日期*:* | | | | | | | | | | | | | | | | | | | |
| **6.0** | **Planned date of effectiveness check** */有效性验证的计划完成日期*       **Validation method of effectiveness check (i.e. capability study, temporary 100% check, etc.)** */ 有效性的验证方法(例如：过程能力分析，临时100%检查，等.)*:  **Effective** */ 有效性*:  **Yes** */ 是*   **No** */ 否* **Date** */ 日期:*  **Evidences required and to be added from page 5 on** */必须提供有效性验证的证据，并且需要将之添加在第5页的“参考文件”.* | | | | | | | | | | | | | | | | | | | |
| **7.0** | **Final judgement** *最终判定:*  **Claim is accepted */*** *接受抱怨* **Quantity of accepted faulty parts** */ 接受的失效件数量:*  **Claim is not accepted** */不接受抱怨* | | | | | | | | | | | | | | | | | | | |
| **8.0** | **Interim-8D-Report** */ 临时8D报告*: **Name - date */*** *名字-日期:* | | | | | | | | | | | | | | | | | | | |
| **8.1** | **8D-Report finished** */ 8D报告完成*: **Name - date */*** *名字-日期:*  **Congratulation: Thank you to the 8D team for the successful closure of the claim** */*  *祝贺：谢谢贵司的8D团队成功关闭这个抱怨* | | | | | | | | | | | | | | | | | | | |
|  | **Remarks */*** *备注:*  … | | | | | | | | | | | | | | | | | | | |
| **Attachment: Use next page(s) for attachements instead of using separate files** */*  *附件：请将不要将附件作为单一文件发送，可以将它们添加在下一页的“参考文件”里* | | | | | | | | | | | | | | | | | | | | |

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| **Note: Documents referring to the claim (i.e. additional Q-Tools, evidences, dimensional reports, illustrations, effectiveness check, affected delivery notes, etc.) should be inserted to the following pages. Usage of additional separate documets should be avoided** */* *告知:抱怨的参考文件 (例如，额外的质量工具，证据，尺寸报告，柱状图，有效性检查，影响的交付通知等.) 应该插入此页。额外独立文件的使用应该避免。* |
| **Refer to** */ 参考* **…**  **…**  **Refer to …** */ 参考* **…**  **…**  **Refer to …** */ 参考* **…**  **…** |