Purpose and aim of 8D reports

1. **Structured procedure** for systematic analysis and elimination of complaints as well as avoidance of future complaints.
2. Sustained implementation of corrective and preventive actions is to **avoid repeat defects.**
3. The **root cause** is to be **determined** and documented.
4. Hella is to be informed about the processing status.
5. Traceable and analyzable documentation about the defect is to be created and archived.

The individual items of the 8D report:

1. Header data

Is taken over from the Hella claim and completed with the supplier data.

2. Problem description Hella

Is taken over from the Hella claim.

2.1 Problem description supplier

The problem description is founded on the analysis results of the supplier.

3. Containment action

Containment actions refer to the part currently being complained about. They are used to protect Hella from receiving further defective parts and/or to quarantine products which could have the same defect.
The supplier must always check the effectiveness of these temporary measures and arrange for further actions, if necessary.

Examples for containment actions are:

- Quarantine, recall
- Checks of the stock (at the supplier's, in consignment stores, at the customer's)
- Further analyses in the laboratory, at the sub-supplier's or in the development department.
- Initiation of investigations in production, logistics, etc.

4. Root cause analysis

The root cause is recorded here following the analysis. If, at first glance, the real root cause does not appear to have anything to do with the problem, this section must always contain the chain of conclusions (proof of cause and effect relationships).

I.e., it is essential to find the root cause, and it must be proven that it really is the root cause.

For the determination of all possible causes (product/process) at least one of the quality tools mentioned below is to be used:

- 5-Why
- Cause-effect diagram (Ishikawa)
- Fault tree analysis
- 7-W questions (who, with what, why, what, where, when & how many)

5. Long-term measure/preventive action

Corrective actions ensure that a defect does not happen a second time. They are carried out after root cause analysis - thus after containment actions.

There are two types of corrective actions: long-term and medium-term.
Medium-term actions bridge the time between the containment action and the implementation of long-term corrective actions.
Long-term actions are to eliminate the problem reliably and permanently. These are often organizational, design-related or technical solutions in the process, on the product or the system, and immediate implementation is not possible.

Corrective actions must either be described completely or reference must be made to a more detailed description (e.g. action plan). Staff instruction as the sole action undertaken by the supplier will **not** be accepted by Hella.

5.1. First delivery of conforming parts

The delivery and marking of the first shipment of conforming parts has to be agreed with the respective SQA department of Hella.

5.2. Preventive actions

Preventive actions are necessary, if a defect can also occur elsewhere (other product, other process, other production line, other production location, ...).

6. Effectiveness check

On the one hand, the effectiveness check confirms the sustained implementation of the containment and corrective actions, on the other hand, it proves that the root cause has been eliminated permanently. This can happen by means of different measures such as field examinations, temporary or permanent monitoring or process/product audits. The effectiveness check always takes place after the corrective action.

General remarks:

Within 10 working days, the supplier must reply to every complaint with a meaningful 8D report containing the following:

- Root cause analysis
- Containment action
- Medium-term action
- Preventive action
- Date of effectiveness check

This period can be shortened by Hella, if necessary.

Interim reports must be provided on request.
Deadline extensions must be requested by the supplier in good time.

The effectiveness check should usually take place on the 20th working day at the latest, and the results be sent to Hella in the form of a final 8D report.

Marking on delivered OK parts

If products are marked separately, this takes place by arrangement with the respective Wx-SQA department. Such marking is usually made on the trade unit, on the delivery note, on the label or on the product, and from a specified production or delivery date.
Deliveries of the OK goods should usually be marked as follows:
"Please inform Mr./Mrs. XYZ at Wx-QFK, parts are ……."