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| **D0** | **Planning** |
| **Date 8D report Opened** | 1/7/21 | **Tracking Number** |  |
| **Date 8D Last Updated** | 1/13/21 | **Customer Ref Number** |  |
| **Company** |  |
| **Contact Person (Customer)** | Grainger |
| **Part Number (s)** | All ( Delivery Performance) | **Product Line** |  |
| **Emergency Response Required?** *If yes, document in action item table* |  |
| **D1** | **Establish a Team***Team consisting of people who can contribute to solving the problem and implementing a solution is established. Results from collected information from the 8D are to be communicated by the 8D responsible contact via the 8D report.* |
| **8D Responsible Contact** | Chris David |
| **Team Members** |
| **Department** | **Name** | **Skills** | **Responsibility** |
| Purchasing | Tony Fehring | Purchasing of components | Purchasing Manager |
| Purchasing | Dan Powers | Grainger account Factory Representative | Management of Grainger order fulfilment |
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| **D2** | **Define Problem***Based on the information gathered so far, provide a concise problem description* |
| **Problem Description** | Our delivery performance with Grainger has been on a steady decline without appropriate recovery for ~7 months |
| List all the data and documents that might help you to define the problem more precisely | ***Grainger scorecard category performance*** |
| **WHAT** | **What is the problem in comparison to a conforming part? Delivery on time Vs. current late performance percentage** | *Enter pictures of Good and Bad Product* |
| **Do we have physical evidence of the problem?**Yes |
| **WHY** | **Why is it a problem?** **Not meeting the customer delivery expectations** |
| **WHEN** | **When was the problem first observed?****April 2020** | **Who observed the problem** *(contact name, title & phone number if available)***?Grainger** |
| **When was the problem observed again or noticed? Several consecutive months since April 2020** | **Has this problem occurred before?** |
| **WHERE** | **Where was the problem observed? Customer** | **Where does the problem occur? Columbus Distribution** |
| **HOW** | **How many defective parts have been detected?**  | **How much is the problem costing in dollars? TBD** |
| **D3** | **Containment Action(s)***Implemented & verify containment actions. Actions implemented that minimize the effects of the problem until a permanent corrective action can be found. Continuously monitoring the effectiveness of the interim containment action(s).* |
| **Location** | **Material Sorted (Y/N)** | **Start Date** | **End Date** | **Qty** | **Identification of acceptable part/product** |
| **Production** |  |  |  |  |  |
| **Warehouse & Transit** |  |  |  |  |  |
| **Customer Site** |  |  |  |  |  |
| **Supplier** |  |  |  |  |  |
| **Verification/additional remarks regarding containment** |
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| **D4** | **Define & Verify Root Cause(s)***Potential causes are identified which can explain why the problem occurred. Each potential cause will be screened against the problem statement and the likely cause(s) are selected. Using tests and experiments, identification of root cause(s) are determined.* |
| **Identify & Verify Root Cause***Analyze for “Root Cause” of the problem. Identify and verify the Escape Point* |
| **There are many causes driving this performance:****Supplier OTD****COVID****Stocking levels****Current manufacturing / labeling process** |
| **Brainstorm the possible causes of the problem***Use Fishbone Diagram, 5 Why Analysis* |
|  |
| **Summarize potential causes of problem** |
| Insert defect details here… |
| **D5** | **Choose & Verify Permanent Corrective Actions***Possible actions that could resolve the root cause(s) of the problem are listed. The ‘best’ permanent corrective action(s) will be chosen and through testing, proven that the chosen action(s) will solve the problem and not create unwanted side effects* |
| **Planned solutions that address the identified root cause occurrence** |
| Short term – Weekly management of orders, Allocation of materials for kits (labeling), Air freight, Safety stock adjustmentsLong term – new allocation / labeling process. Eliminate the need for kitting special part numbers for Grainger |
| **D6** | **Implement Permanent Corrective Actions***Implement and validate to ensure the corrective action does “what it is supposed to do”. Detect any unwanted side effects.*  |
| **Summarize the permanent corrective actions that were selected and include on Action Item table** |
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| **D7** | **Preventive Action***Manage and control systems are modified, procedures and general practices to prevent recurrence of this or similar problems.* |
| **Address Similar Systems** |
| **Process/Item** | **Who Responsible** | **When** |
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| **Review the Following Documents/Systems** |
| **Document** | **Who Responsible** | **Completion date** |
| **Planned** | **Actual** |
| **Design FMEA** |  |  |  |
| **Process FMEA** |  |  |  |
| **DVP&R** |  |  |  |
| **Process Flow Chart** |  |  |  |
| **Process Control Plans** |  |  |  |
| **Gages** |  |  |  |
| **PPAP** |  |  |  |
| **Work Instructions** |  |  |  |
| **Other: *please specify*** |  |  |  |
| **Other: *please specify*** |  |  |  |
| **D8** | **Close Problem & Congratulate the Team***Recognize the collective efforts and achievements of the team and appreciation of the results. Evaluation of the newly gained experience.* |
| **The undersigned has verified the acceptable corrective action effectiveness on the above stated actions** |
| **Signature/Title/Date** |
| **Relevant attachments referred to in the 8D report** |
| **8D Phase** | **Attachment** | **Date last Updated** |
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| **#** | **Problem** | **Containment/Corrective Action** | **How Verified** | **Who Responsible** | **Planned** | **Actual** | **Status** |
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