

8D-Report - SAMPLE



Wacker Neuson
Group

WN Meldungsnummer <i>WN Claim number</i>	200123456	Referenz Nr. Lieferant <i>Reference No. Supplier</i>	500123456
WN Materialnummer <i>WN Material number</i>	1000123456	Lieferant <i>Supplier</i>	Lamps and Sons Inc.
WN Materialbezeichnung <i>WN Material description</i>	Compact tail light with plug	WN Lieferanten Nr. <i>WN Supplier no.</i>	600123456
Liefermenge <i>Delivered quantity</i>	600	8D Startdatum <i>8D start date</i>	14.10.2020
Reklamierte Menge <i>Claimed quantity</i>	5	8D Aktualisierungsdatum <i>8D date of update</i>	26.11.2019
Reklamation akzeptiert / <i>Claim accepted</i>	<input checked="" type="checkbox"/> Ja / Yes	<input type="checkbox"/> Nein / No	Bemerkung / <i>remark:</i>

D1 Problemlösungsteam / *Problem solving team*

Name / <i>Name</i>	Mike Miller	Stephan Johnson	Michelle Rush	Fahmi Rashid
Abteilung / <i>Department</i>	Quality	Engineering	Production	Process specialist

D2 Problembeschreibung / *Problem description*

DT plug does not snap into place

Wiederholfehler (der gleiche Fehler in den letzten 6 Monaten) / *Repetitive defect (same defect within the last 6 months)*

D3 Sofortmaßnahme(n) / *Immediate action(s)*

Check stock

- No stock with production date before October 2020 in warehouse
- Parts on stock checked and sorted

Sofortmaßnahme <i>Immediate action</i>	Ergebnis <i>Result</i>			Termin <i>Due date</i>	Verantwortlich <i>Responsible</i>	
Lagerbestand betroffen? <i>Parts in stock affected?</i>	<input checked="" type="checkbox"/>	Nein / <i>No</i>	<input type="checkbox"/>	Ja / <i>Yes</i>	14.10.2020	M. Miller
	Stückzahl niO <i>Quantity nOK</i>					
Umlaufbestände betroffen? <i>In-process parts affected?</i>	<input checked="" type="checkbox"/>	Nein / <i>No</i>	<input type="checkbox"/>	Ja / <i>Yes</i>	14.10.2020	M. Miller
	Stückzahl niO <i>Quantity nOK</i>					
Ausgelieferte Teile betroffen? <i>Shipped parts affected?</i>	<input checked="" type="checkbox"/>	Nein / <i>No</i>	<input type="checkbox"/>	Ja / <i>Yes</i>	14.10.2020	M. Miller
	Lieferschein-Nr. / <i>Delivery note no.:</i>					
	Versendete Stückzahl / <i>Shipped quantity:</i>					

- Tägliche Problemlösungsmeetings / *Daily problem solving meetings*
- Mitarbeiter sind informiert / *Staff is informed*
- Nacharbeitslösung vorhanden / *Rework solution available*
- Gleichartige Produkte betroffen / *Similar products are affected:*
- OK-Teile sind markiert / *OK-Parts are marked*
- 100% Warenausgangs-Kontrolle bis (Datum) / *100% Inspection prior shipment until (date):*
- Versorgung mit 100% Gut-Teilen ab (Datum) / *Supply with 100% OK-Parts from (date):*

D4 Grundursache(n) / Root cause	
<p>Material / <i>Material</i></p> <p><input type="checkbox"/> Zukauf-Komponenten / <i>Purchased parts</i></p> <p>Maschine / <i>Machine</i></p> <p><input type="checkbox"/> Werkzeug verschlissen / <i>Equipment worn out</i></p> <p><input type="checkbox"/> Vorrichtung verschlissen / <i>Tool worn out</i></p> <p>Methode / <i>Method</i></p> <p><input type="checkbox"/> Fehlender Standard / <i>Missing standard</i></p> <p><input type="checkbox"/> Unzureichender Standard / <i>Insufficient standard</i></p> <p><input type="checkbox"/> Schwieriger Prozess / <i>Difficult process</i></p> <p>Mensch / <i>Man</i></p> <p><input type="checkbox"/> Mangel an Wissen / <i>Lack of knowledge</i></p> <p><input type="checkbox"/> Verwechslung / <i>Mistake</i></p> <p><input type="checkbox"/> Vergessen / <i>Forgotten</i></p> <p>Management / <i>Management</i></p> <p><input checked="" type="checkbox"/> Zu enge Toleranzen / <i>Too tight tolerances</i></p> <p><input type="checkbox"/> Prozess-Änderung / <i>Process change</i></p> <p><input type="checkbox"/> Technische-Änderung / <i>Engineering change</i></p> <p>Mitwelt / <i>Environment</i></p> <p><input type="checkbox"/> Temperatur, Feuchtigkeit / <i>Temperature, humidity</i></p> <p><input type="checkbox"/> Reinheit, Verschmutzung / <i>Cleanliness, contamination</i></p> <p><input type="checkbox"/> Andere Umstände / <i>Other circumstances:</i></p> <p><input type="checkbox"/> Sonstiges / <i>Other:</i></p>	<p>Beginn des Problems (Datum) / <i>Beginning of problem (date):</i></p> <p>13.08.2020</p> <hr/> <p>Den Fehler verursachender Prozess / <i>Process causing the fault:</i></p> <p>Pressing process</p> <hr/> <p>Kernursache / <i>Root Cause:</i></p> <ol style="list-style-type: none"> 1. Why: Customer complains that plug does not snap in? 2. Why: Plug lock element is not complete inserted and not blocked? 3. Why: Height/depth of connector from housing insufficient to lock the plug? 4. Why: <ol style="list-style-type: none"> 4.1. press setting not ok, too much force deforming cavity and create burr around pins? 4.2. According comparison of different housing PN with connector for the same DT Plug, involved housing for 5 pins have less tolerance during connecting with counterpart? 4.3. Different injection parameters and mold inserts that can influence dimensionally the connector. 5. Why: by production date of complained parts due to another complaint, for contact pins/bulb holder insufficient pressed, press setting was changed and press more on connector area that could cause small burr around pins or push of connector bottom? 6. In order to not cause one of the two problems press have to be optimum set on each type of housing for product family. <p>Complaint is accepted</p>

D5 Eingeführte Abstellmaßnahme / Implemented corrective action	
<p><u>Press Review</u></p> <ul style="list-style-type: none"> • Components of the press from connector area dimensional evaluated and to be without damages (Components already replaced with new ones) • Maintenance review press setting to assure current production is updated <p><u>Housing Connector depth</u></p> <ul style="list-style-type: none"> • Because mainly the difficulty to connect is occurring due to decreased distance between bottom of connector and lock point of counter part due to different causes, more tolerance on connector depth is helping on this issue. • Problem presented to injection mold engineers that will adjust connector cavity, more tolerance in order to help in case are occurring small deviations on finish product or other processes that can cause difficulties to insert DT connector <p><u>DT connector evaluation</u></p> <p>Problem presented to injection mold engineers that will adjust connector cavity, more tolerance in order to help in case are occurring small deviations on finish product or other processes that can cause difficulties to insert DT connector.</p>	<p>Termin / <i>Due date</i></p> <p>04.12.2020</p> <hr/> <p>Verantwortlich / <i>Responsible</i></p> <p>Fahmi Rashid</p>
<p><input type="checkbox"/> Erstellung einer Arbeitsanweisung inkl. Schulung der Mitarbeiter / <i>Creation of a work instruction including training of workers</i></p> <p><input checked="" type="checkbox"/> Aktualisierung der Arbeitsanweisung inkl. Schulung der Mitarbeiter / <i>Update of work instruction including training of workers</i></p> <p><input type="checkbox"/> Zusätzlicher Checklisten-Punkt / <i>Additional checklist item</i></p> <p><input type="checkbox"/> Checklisten müssen unterschrieben werden / <i>Checklists must be signed</i></p> <p><input type="checkbox"/> 4-Augenprinzip einführen / <i>Introduce the 4-eyes principle</i></p> <p><input type="checkbox"/> Erstellung einer Prüfllehre bzw. Vorrichtung / <i>Creation of an inspection gauge or tooling</i></p>	

D6 Wirksamkeitsprüfung & Validierung der Abstellmaßnahme / Effectiveness and validation of measures	
100 % check with counterpart connector after pressing operation	Termin / Due date
	04.12.2020
	Verantwortlich / Responsible
	Mike Miller


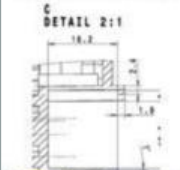

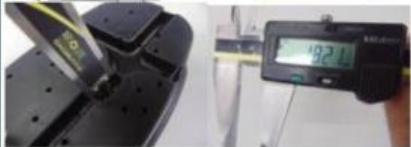
D7 Fehlerwiederholung verhindern / Prevent repetition of error	
Send 8D information to FMEA	Termin / Due date
	04.12.2020
	Verantwortlich / Responsible
	Mike Miller
<input type="checkbox"/> Aktualisierung Produktionslenkungsplan / Update of control plan <input type="checkbox"/> Regelmäßige Produktschulungen / Regular product trainings <input type="checkbox"/> SPC Prozessüberwachung / SPC process monitoring <input checked="" type="checkbox"/> Ähnliche Prozesse betroffen / Similar processes affected: Checked, but not affected <input checked="" type="checkbox"/> Reklamation in FMEA aufgenommen / Claim included in FMEA <input type="checkbox"/> Technische Änderung (Zeichnung) / Engineering change (drawing) <input type="checkbox"/> Poka Yoke Lösung / Poka Yoke solution	

D8 Würdigung des Teamerfolgs / Appreciation of team success			
Fazit / Conclusion			
The team is thanked for the good, constructive cooperation during the 8D processing.			
8D Abschlussdatum 8D Closing date	26.11.2019	Verantwortlicher Unterschrift (digital) Responsible Signature (digital)	Mike Miller

Optional: Bewertung / Optional: Assessment
8D Selbst-Bewertung / 8D Self-Assessment:
<input checked="" type="checkbox"/> gut / good <input type="checkbox"/> befriedigend / satisfactory <input type="checkbox"/> mangelhaft / poor
8D Lessons Learned: Was würden Sie jetzt anders machen beim 8D? 8D Lessons Learned: What would you do differently now within the 8D?

Anhang / Appendix

Defect description		Press operation
<p>NOK / Not Locking</p> 	<p>OK Locking</p> 	
<p><u>Top part of the press reworked in connector area</u></p> 		<p><u>Bottom part / inside connector replaced</u></p> 
<p>- Press components from connector area reworked or changed</p>		

	<p>By the drawing and measurement we have a tolerance of $\approx 0,4\text{mm}$ \Rightarrow To avoid connecting problems housing have to be only with +tolerance.</p>
<p>Housing drawing detail, lock distance 18.2mm</p>   	<p>DT connector measured lock distance $\approx 17.8\text{mm}$</p> 