

# 8D-Problem Solving Report



Claim-No. Supplier	
Claim-No. PERI	
Status	
Complaint Date	
Decision	

Supplier	
Consultant	
E-Mail address	
Contact person PERI	
E-Mail address PERI	

D0 Problem Solving Team (if necessary)				
Member	Phone	E-Mail	Department	Task

D1 Problem description (D1 - D4 - 5 Working Days)						
Description (please attach drawings or photos)						
Item-Number			Description		Supplied quantity	
Drawing-Number			Delivery note no.		Affected quantity	
Drawing-Revision			Invoice-No.		Repeated error	
Marking			Date of delivery		Order number	
Facts / Problem description						

D2 Consideration of related parts (D1 - D4 - 5 Working Days)			
Risks for related products, processes, machines, plants?			
Investigation	Yes	No	Remarks
Other products			
Related products			
Others			

D3 First analysis (D1 - D4 - 5 Working Days)			
Where should have been the failure detected?	Yes	No	Why was the failure not detected?
During production			
Final inspection			
Before shipping			
At R&D			
Others			

D4 Immediate action (D1 - D4 - 5 Working Days)		
Measures	Responsible person	Conclusion date

## D5 Root cause analysis

Why has the failure occurred?	Responsible person	Conclusion date

## D6 Corrective actions (longterm measures for error prevention)

Measures	Responsible person	Conclusion date

## D7 Proof of concept

Measures	Responsible person	Conclusion date

## D8 Lessons Learned / Discussion of conclusion

Lessons Learned / findings from the complaint

<b>Closing date</b>		<b>Signature consultant</b>	
		<b>Signature direct superior</b>	

## Pictures / Drawings / Drafts

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