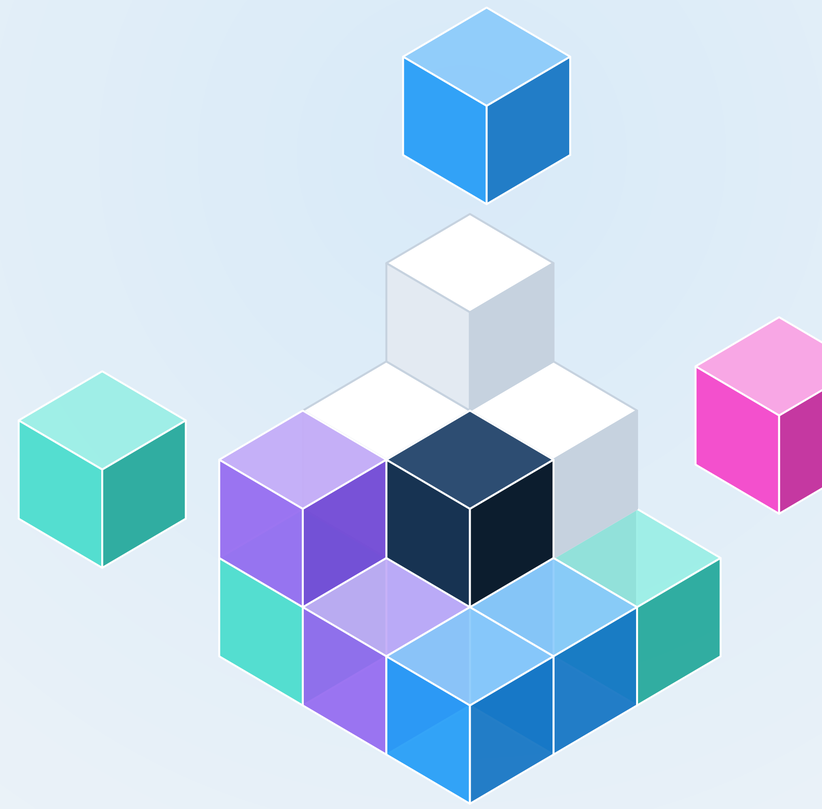
QUALITY MANAGEMENT

8D Problem Solving



8D is a disciplined team method for serious or recurring problems: eight steps take the team from immediate containment through root cause to permanent prevention.

01 THE CORE MODEL

EIGHT DISCIPLINES · CONTAINMENT TO PREVENTION

01 D1 — Form the team
Cross-functional, with the needed authority.

→ **02 D2 — Describe the problem**
What, where, when, how much; is and is-not.

→ **03 D3 — Contain**
Protect the customer now: sort, block, replace.

→ **04 D4 — Find root causes**
Why it occurred and why it escaped detection.

↓

05 D5 — Choose actions
Permanent actions, proven to address the causes.

→ **06 D6 — Implement and verify**
Put in place, end containment, confirm effect.

→ **07 D7 — Prevent recurrence**
Update standards, FMEA and similar products.

→ **08 D8 — Recognize the team**
Close formally and thank the team.

Containment
Short-term action that protects the customer while the cause is unknown.

Escape point
Where the defect should have been caught but was not.

Systemic prevention
Changes to standards and FMEAs so similar problems cannot recur.

02 FAST AND THOROUGH

Containment buys time; only root cause and prevention close the case.

QUICK FIX — FULL 8D

STOPPING AFTER D3

- − Sorting continues for months
- − The same complaint returns
- − Cost of containment keeps rising

COMPLETING ALL EIGHT

- + Occurrence and escape causes both fixed
- + Lessons reach similar products
- + Customer confidence restored

03 WORKED EXAMPLE

CUSTOMER COMPLAINT: CRACKED PLASTIC CLIPS · ILLUSTRATIVE

D3 CONTAIN — Sort all stock — within 24 hours

→ **D4 ROOT CAUSES** — Mold too cold — escape: no crack test

→ **D5-D6 ACTIONS** — Heater control — plus pull test added

→ **D7 PREVENT** — PFMEA updated — and two similar molds

04 MANAGEMENT TAKEAWAYS

01 — Contain within hours
Protect the customer first, then investigate calmly.

02 — Find two causes
Why it occurred, and why it was not detected.

03 — Spread the learning
Apply the fix to similar products, lines and plants.

05 COMMON MISTAKE

LIMITATION

Closing at containment
Sorting and rework feel like progress, but without D4 to D7 the defect comes back.