

8D reports that prove it's fixed.

Structured problem-solving for customer-facing quality issues. From team formation to permanent corrective action, every step documented.

Q 8D: PE film instead of PP on Line 4

Export PDF

Closed

Doc No. 8D-0092	Source QA-0015	Severity High
Leader Lisa Roberts	Due 10/6/2026	Customer Norvik Automotive

1D Team

L. Roberts (Quality), J. Chen (Production), M. Turner (Maintenance), K. Adams (Logistics)

2D Problem

500 parts shipped to Norvik in PE film instead of PP. Lots PK-4417, PK-4418.

3D Containment

Lots blocked, stock sorted at Norvik, replacement shipped. 100% effective.

4D Root Cause

5-Why: the PE and PP reels look the same and nothing checks the film at changeover.

5D Permanent Correction

Barcode scan of the film is mandatory at every changeover.

6D Validation

30 days on Lines 3-6 with zero mix-ups. Work instruction updated.

7D System Prevention

PFMEA and control plan updated. The supplier labels PE and PP reels by color.

8D Recognition

Team thanked at the plant meeting. Scan rolled out to all packing lines.

All 8 disciplines approved. PDF sent to Norvik.

1D-2D

3D-4D

5D-6D

7D-8D

Customer complaints triggered chaos

A key customer reported a defect. Emails flew between departments. Someone started a Word document, someone else opened a different template. Three days later, the customer asked for a status update and you were still assembling the facts.

- ✓ Guided 8D workflow
- ✓ Containment assigned in hours

Now every response is structured

In TeamGuru all eight disciplines live in one report, each with a due date and an approval. Containment has an owner within hours, and the customer gets a PDF report under your logo instead of an email thread.

- ✓ PDF report under your logo
- ✓ Every discipline dated and approved

HOW IT WORKS

The same reel of film, answered to the customer in eight disciplines

- 1 Start from the alert, not from a blank page**
 Initiate 8D on the quality alert opens the report with the description carried over and the two documents linked. Start 8D & Inform Responsible then emails everyone who owns a discipline.
- 2 Every discipline has a date**
 Requested completion shows a due date for each of the eight disciplines, prefilled from your template (containment within a day, for example) or set on the report. Green is approved, red is still open. Anyone sees where the 8D stands.
- 3 Contain first, then find the real cause**
 D3 lists the interim actions with target date, actual date and how effective they were. In D4 the team runs a 5-Why or an Ishikawa right in the 8D, the same tools as in RCCA, and writes down the root cause.
- 4 Approved, not just filled in**
 When a discipline is marked completed, the responsible person approves it or sends it back, and the footer shows who and when. In a supplier 8D the supplier logs in with limited access, fills in its own actions, and you approve them.
- 5 Every open 8D, and how far it has got**
 A report widget lists every open 8D with its progress through the eight disciplines, so management sees what is stuck without asking. Charts show open 8Ds by site and how many 8Ds you open each month.

Requested completion

1D Team	9/8	2D Problem	9/8
3D Containment	9/9	4D Root cause	9/15
5D Corrective action	9/22	6D Validation	10/6
7D Prevention	10/13	8D Recognition	10/20

4D Root cause

Why? 1 PE film went on Line 4 instead of PP.

Why? 2 The operator took the reel that looked right.

Why? 3 PE and PP reels look the same.

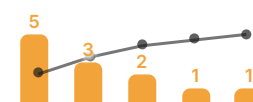
Why? 4 Only a small label tells them apart.

Why? 5 Nothing checks the film at changeover.

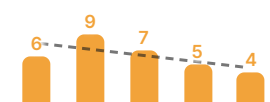
8D reports

Update for September 2026

Open 8Ds by site



Total 8Ds by month



What you get

Guided 8D workflow

Each discipline has its own guidance, fields and due date, and the responsible person approves it or sends it back. Nobody has to chase who did what.

Customer-ready reports

Export the 8D to PDF under your company's logo and send it, as an update after containment or as the final report. No copying into Word.

Timeline tracking

Every discipline shows its due date, who completed it and who approved it, and when. Overdue disciplines turn red, so you see where the 8D is stuck.

Recurrence prevention

Discipline 7 specifically addresses systemic changes to prevent the problem from happening again, anywhere in the organization.

See it with your own processes

Book a demo and see how it would run in your plant.

www.teamguru.com