8-D Guidelines:

What is it: An 8D Report is a structured step-by-step problem solving methodology for product and process improvement. The 8D Report involves identifying the root cause of a problem using data collection and data analysis, taking actions to resolve the problem, and preventing similar problems from occurring in the future. The 8D Report is structured into eight specific steps which require team synergy. Hence, the philosophy behind 8D is that the team as a whole is better and smarter than the quality sum of an individual.

Why use it: The primary difference between the 8D Report and other problem-solving approaches is the emphasis on involving the collective skills and knowledge of the TEAM versus doing it all yourself.

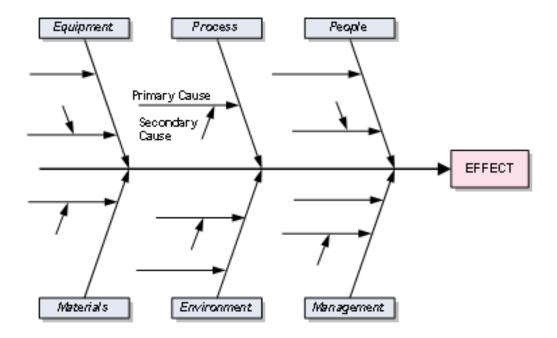
When to use it: The 8D Report is a problem solving tool for product and process problematic non-conformances and improvement activities, ideally used for complex or urgent issues which an individual is unable to solve with a quick fix.

How to use it: The 8D Report consists of the 8 following steps below

The Global 8 Disciplines are listed below.

- 1. Establish the Team
- 2. Describe the Problem
- 3. Develop Interim Containment Actions
- 4. Define and Verify Root Cause and Escape Point
 - Use tools such as 5 Why's and Fishbone diagrams

5-Why Templ	ate								
Problem:	Wha	tt is the customer's reported complaint?							
Why 1		Why 2		Why 3		IWhy 4	l	Why 5	Root Cause
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- 5. Choose and Verify Permanent Corrective Actions for Root Cause and Revaluate Escape Point
- 6. Implement and Validate Permanent Corrective Actions
- 7. Prevent Recurrence
- 8. Recognize Team and Individual Contributions

References:

http://en.wikipedia.org/wiki/Ishikawa_diagram

http://en.wikipedia.org/wiki/5_Whys

http://asq.org (for training and reference material)