

Englisch

Manual for 8D report of Hobart GmbH

The 8D-report provided by Hobart GmbH is a support document. If an own 8D-form is used all 8 disciplines of the Hobart master have to be content of the own form. Furthermore the structure of the 8D-report has to be kept.

This manual explains the background of each discipline related to the master provided by Hobart GmbH:

Header data: the information required in the header (e.g. tile, claim number) is necessary in order to comprehend the document and follow it up systematically.

1. Team:

In this field the team which works on the claim has to be defined and named. There has to be a champion who coordinates the process of the work on the claim. This champion is also responsible for the communication with the claim dpmt. of Hobart GmbH. This can only be done by one person.

The team can consist of members from Production dpmt., Quality Assurance dpmt., Purchasing dptm., Research and Development dpmt., Project Management, development dpmt,...

2. Problem description

In this field the concern described by Hobart GmbH is documented by supplier. Useful notes are the position of the appearance, the image and the affects for Hobart GmbH in relation to the goods.

3. Short term actions

The short term actions are there to ensure the production of Hobart GmbH. The supplier has to guarantee the supply of good parts and has to take care of eventually remaining reworks, if applicable, discretely and as agreed with quality insurance of Hobart GmbH. The risk of a production downtime has to be avoided with the use of all available options.

Up to discipline 3 (short term actions) every supplier has to complete the 8D-report within 24 hours.

4. Root cause

The supplier has to generate a root cause analysis after receiving the goods claimed by Hobart GmbH. Therefore the use of additional tools like Ishikawa-diagrams or 5-why-analysis is appreciated and should be sent to Hobarth quality insurance.

The expectation of Hobart GmbH is a detailed and deep analysis including a list of all potential failure factors. All of these factors have to be checked for their influence on the product. Only after having determined the root cause a precise and permanent countermeasure can be implemented.

The appearance of a repetitive defect has to be noted in discipline 4.

5. Planned corrective action

In this field the in relation to the root cause identified countermeasures are documented and their effectiveness is confirmed (e.g. through tryouts) and recorded. Planned corrective actions can contain multiple actions.

6. Implemented corrective action

In this field the chosen, verified and implemented corrective action (as result from discipline 5) is documented and confirmed. There has to be an exact description of the measure and in which form it was implemented.

Example:

➔ 5. Planned corrective action: gauge test

➔ 6. Implemented corrective action: 100% gauge check at the end of the line

7. Measures to prevent recurrence

In this field it has to be confirmed, that

a) All relevant documents were adapted

b) All potential affected products were counterchecked. By implementing the countermeasure the appearance of the failure in each supplied product / process was impeded.

8. Congratulations

The champion thanks the team and confirms the accuracy of the 8D-report by signing the 8D-report..

Note:

In the fields 3, 6, 7 and 8 the closing date has to be documented,