

## Rules for the 8-D-Reports

### Aim and purpose

1. The 8-D-report is a structured procedure for systematic analysis and elimination of complaints as well as avoidance of future complaints.
2. Sustained implementation of corrective and preventive actions is to avoid repeat defects.
3. The root cause is to be determined and documented.
4. Schweizer Electronic is to be informed about the processing status.
5. Traceable and analyzable documentation about the defect is to be created and archived.

## The individual items of the 8-D-report:

### 1. Header data

Is taken over from the Schweizer Electronic claim and completed with the supplier data.

### 2. Problem description Schweizer Electronic

Is taken over from the Schweizer Electronic claim.

#### 2.1. Problem description supplier

The problem description is founded on the analysis results of the supplier.

### 3. Containment action

Containment actions refer to the part currently being complained about. They are used to protect Schweizer Electronic from receiving further defective parts and / or to quarantine products which could have the same defect.

The supplier must always check the effectiveness of these temporary measures and arrange for further actions, if necessary.

Examples for containment actions are:

- Quarantine, recall
- Checks of the stock (at the supplier's, in consignment stores, at the customers)
- Further analyses in the laboratory, at the sub-supplier's or in the R&D department.
- Initiation of investigations in production, logistics, etc.

## 4. Root cause analysis

The root cause is recorded here following the analysis. If, at first glance, the real root cause does not appear to have anything to do with the problem, this section must always contain the chain of conclusions (proof of cause and effect relationships).

**I.e. It is essential to find the root cause. and it must be proven that it really is the root cause.**

For the determination of all possible causes (product / process) at least one of the quality tools mentioned below is to be used:

- 5-Why
- Cause-effect diagram (Ishikawa)
- Fault tree analysis
- 7-W questions (who, with what, why, what, where, when & what quantity)

## 5. Long-term measure/preventive action

Corrective actions ensure that a defect does not happen a second time. They are carried out after root cause analysis – and thus after containment actions.

There are two types of corrective actions: long-term and medium-term.

**Medium-term actions** bridge the time between the containment action and the implementation of long-term corrective actions.

**Long-term actions** have to eliminate the problem reliably and permanently. These are often organizational, design-related or technical solutions in the process, on the product or the system, and immediate implementation is not possible.

Corrective actions must either be described completely or reference must be made to a more detailed description (e.g. action plan). Staff instruction as the sole action undertaken by the supplier will **not** be accepted by Schweizer Electronic.

### 5.1. First delivery of conforming parts

The delivery and marking of the first shipment of conforming parts has to be agreed with the respective QLB department of Schweizer Electronic.

### 5.2. Preventive actions

Preventive actions are necessary, if a defect can also occur elsewhere (other product, other process, other production line, other production location,.....).

## 6. Effectiveness check

On the one hand, the effectiveness check confirms the sustained implementation of the containment and corrective actions, and on the other hand, it proves that the root cause has been eliminated permanently.

This can happen by means of different measures such as field examinations, temporary or permanent monitoring or process/product audits. The effectiveness check always takes place after the corrective action.

### General remarks:

Within 10 working days, the supplier must reply to every complaint with a meaningful 8D report containing the following:

- Root cause analysis
- Containment action
- Medium-term action
- Preventive action
- Date of effectiveness check

**This period can be shortened by Schweizer Electronic, if necessary.**

Interim reports must be provided upon request.

Deadline extensions must be requested by the supplier in due time.

The effectiveness check should usually take place on the 20<sup>th</sup> working day at the latest, and the results be sent to Schweizer Electronic in the form of a final 8D report.

### Marking on delivered o.k. parts

If products are marked separately, it has to be agreed with the respective QLB department at Schweizer Electronic. Such marking is usually made on the trade unit, on the delivery note, on the label or at the product, and beginning at a specified production or delivery date.

Deliveries of the o.k. goods should usually be marked as follows:

“Please inform Mr./Mrs. XYZ at QLB department, parts are ....”