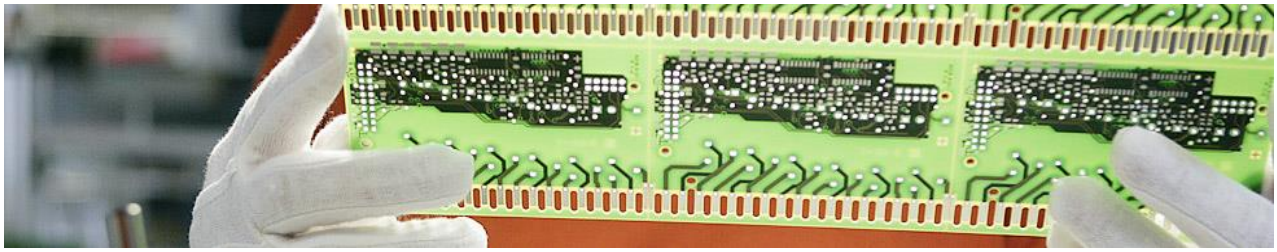
Requirements for editing 8D Reports

Created by::	Keidel (jochen.keidel)	Reviewed by::	Bihlmaier (daniel.bihlmaier)	Approved by::	Achi (rene.achi)
Date:	23.01.2018	Date:	23.01.2018	Date:	03.02.2018

Version	Date	Comment
1	15.11.2017	Translation into English

Index

1 Guideline



Schweizer Electronic – more than PCBs. Every day this maxim drives us to make innovative products that not everyone can. Electronics are becoming increasingly powerful and this in most cases at reduced cost. We are the No. 1 in innovative solutions, reliability and consulting with an unbeatable worldwide partner network.

Very few companies can look back to more than 165 years of company tradition. In all this time reliability has always been the value we stand for. In addition, customers appreciate us for our excellent consulting service and product quality.

To offer the entire value chain, we have partnered with the best companies in their field: now we supply the full range, from the fastest prototypes o high volume cost-optimized products. Our headquarters in Schramberg, Germany, is the center of our innovative strength. From here, we also ensure that product ramps continue to reflect our very high quality and process know-how.

According to this philosophy, we will maintain the highest quality level together with our suppliers. Therefore we created this guideline, which enables you to better understand our requirements for editing 8D Reports

2 Content and form for processing of complaints

The following description contains all the necessary requirements for the content and form for the processing of notification of defects to suppliers of Schweizer Electronic AG.

The Quality Control/QC3 department provides the following information to the supplier as part of the information on a notification of defects:

- Notification of defects and description of defects
- **Schweizer 8D Template**, which is required for editing 8D Reports

Depending on the complaints, the requirements might also be extended

3 8D Method

A systematic approach for the 8D method is necessary to edit and finish the notification of defects appropriately.

Here are the 8 disciplines, including the minimum requirements for the engineer, depending on the degree of certification:

A distinction is made between the suppliers who are certified according to ISO 9001 and IATF 16949 and/or EN 9100.

Supplier certified according to	Minimum requirement
ISO 9001	Defined for every discipline
IATF 16949 / 9100	Additional requirements to those in ISO 9001.

- **D1 – Problem-solution-team**
  ->Information about the complete 8D team including responsibility and contact details.

Supplier certified according to	Minimum requirements
ISO 9001	Information about the participating person/ or involved sub-supplier/ service provider
IATF 16949 / 9100	No additional requirements

- **D2 – Problem description**
  All relevant information about the 8D Report have to be provided (e.g. batch number). If possible, the description of the problem should be illustrated with pictures. (The supplier completes the problem description of the customer.)

Supplier certified according to	Minimum requirements
ISO 9001	Detailed error description of the supplier and the therefore corresponding batch and article number.
IATF 16949 / 9100	No additional requirements.

- **D3 – Containment action**
  ->A complete statement of all immediate measures, including their effectiveness, responsible person and date of introduction, as well as the mentioned checklist. Listing the tests of the stock and production stock is absolutely necessary.

Supplier certified according to	Minimum requirements
ISO 9001	Checking the current level of production of the goods in stock at the supplier's and at the customer's, as well as the goods in transit
IATF 16949 / 9100	Incl. Document with proof for tested and defective parts

- **D4 – Root Cause Analysis (RCA)**
  RCA requires the use of methods for determining causes (5-Why method or Ishikawa diagram).

  An 8D report, if requested, can only be accepted with a separately attached RCA.

  RCA is distinguished into the technical cause/ Technical Root Cause, as well as the not discovery / Non Detection Root Cause for the error. This is based on the questions "Why did this error occur?" and "Why wasn't the error discovered?". Furthermore, a statement on the risk assessment is relevant.

Supplier certified according to	Minimum requirements
ISO 9001	Detailed description of RCA. Info on risk assessment (affected batches) and failure effect.
IATF 16949 / 9100	Detailed description of Technical Root Cause, as well non-discovery of the failure. A clear distinction between Technical Root Cause and non-discovery is necessary. Cause determination with 5-Why method or Ishikawa Diagram. Detailed risk estimation.

- **D5 – Planned corrective and preventive action**
  A clear description of the planned measures for error prevention or error detection is necessary.

  It should be noted that the remedial measures must clearly refer to the causes of faults described in D4. With technical cause/ Technical Root Cause and non-discovery / non detection measures, corrective measures are possible.

  Also relevant is listing the responsible persons.

Supplier certified according to	Minimum requirements
ISO 9001	Detailed description of the measures for the identified Technical Root Cause, as well as the designation of the person responsible and the date of implementation.
IATF 16949 / 9100	Detailed description and differentiation of the measures for the Technical Root Cause and for non-discovery, as well as the designation of the person responsible and date of implementation.

- **D6 – Implemented corrective- and preventive action**
  ->A clear description of which planned actions are going to be introduced.

  Thus, a clear control of results/ verification of the implemented measures, as well as the technical cause/ Technical Root Cause, as well as for the non-detection root cause, if possible with statistical statements, is necessary.

Training of the staff is not an accepted corrective- or preventive action!

Supplier certified according to	Minimum requirements
ISO 9001	Detailed description of the introduced measures, including names of responsible persons and date of implementation. Also, proof of implementation of the action (e.g. extract of work instruction, picture of the change…)
IATF 16949 / 9100	Additionally, an effectiveness check of the implemented measure, including statistical proof (if possible)

- **D7 – Prevention of recurrence**
  Describe or show all changed documents in the Quality System, e.g. extract from FMEA, upon request, adaption of FMEA assessment, modified control plan, work instructions, etc.

  If possible, review and present the transfer of a lesson learned process to the overall system.

Supplier certified according to	Minimum requirements
ISO 9001	Description of preventing the recurrence
IATF 16949 / 9100	Confirmation of the update of FMEA, as well as assessing the meaning of occurrence and detection before and after the update. Confirmation of the update of the control plan. Confirmation of update of assessment of work instructions and procedures.

- **D8 and final assessment**
  The 8D Report will only be closed after positive feedback from the customer.

Supplier certified according to	Minimum requirements
ISO 9001	Active feedback of accepted conclusion of the customer.
IATF 16949 / 9100	None

4 Additional information for editing the 8D Report:

- The 8D Report uses known abbreviations only for both parties (supplier and company -> Schweizer Electronic AG). Otherwise these are explained within the 8D Report.

- The 8D Report is available in German or English

- Keep in mind that if you request a self-evaluation in addition to the 8D Report, it is also a part of the 8D Report and therefore has to be send back to Schweizer Electronic AG after filling it out accordingly. Here the required score in the self-evaluation can be achieved for the conclusion of the 8D Report. Additionally, you can download the self-evaluation on our homepage (http://www.schweizer.ag/de/agb.html).

The completed 8D Report, including the separate Root Cause Analysis, the evaluation and any other documents, will be send back to Schweizer within the given timeframe.