Use of Template Remarks (please don’t delete this section):

* This template is for **Supplier** **(Tier 1)** **Use Only** and it is not allowed to modify / delete the original text.
* Hover with the mouse pointer over underlined text for additional information.
* All dates are in the format DD MMM YY unless stated otherwise e.g 16 Jul 15
* Philips / Supplier responsibility per 8D step is marked in yellow text *(filled by Philips, filled by Supplier)*
* Add images or photos where applicable
* NA: Not Applicable

|  |
| --- |
| **General Information** *(Filled by Philips)* |
| **Source of Issue** | [ ]  **Customer Complaint** | [ ]  **Internal Manufacturing** | [ ]  **Product Development** | [ ]  **Other:**  |
| **Date Reported** |  | **Internal Reference Nr:** |  |

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| --- |
| **General Problem Information** *(Filled by Philips)* |
| **Philips contact person** |  | **Vendor Number** |  |
| **Philips Product (Family & Type)**  |  | **Supplier Contact Person** |  |
| **Philips Part Number (12NC)** |  | **Supplier Part Number** |  |
| **Affected Date Codes**  |  | **Quantity samples delivered** |  |
| **Actual 8D Status**  |  | **Total Required Credit** |  |

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| --- | --- | --- |
| **D0** | **Emergency Response Action (immediate action to protect customer)** *by Philips* | **Start date D0:**  |
|   |
| **D0** | **Emergency Response Action (immediate action to protect customer)** *by Philips* | **End date D0:** |

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| **D0** | **Emergency Response Action (immediate action to protect customer)** *by supplier* | **Start date D0:**  |
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| **D0** | **Emergency Response Action (immediate action to protect customer)** *by supplier* | **End date D0:** |

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| **D1** | **Team** *(Filled by Supplier)* | **Start date D1:** |
| **Role** | **Name** | **Function / Department / Site** |
| **Team Champion / Accountable**  |  |  |
| **8D Project Leader / Responsible**  |  |  |
| **Additional 8D Team Members**  |  |  |
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| **D1** | **Team** *(Filled by Supplier)* | **End date D1:** |

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| **D2** | **Problem Description** *(Filled by Philips, SQ)* | **Start Date D2:** |
| **Complaint description**  |
|  |
| **Photos:**  |
| **What**  |  |
| **When** |  |
| **How Many (Quantity)** |  |
| **How Big (Rejection Rate)** |  |
| **Where \* Point of failure\* Usage conditions\* Time of failure** |  |
| **Additional product information (product picture, datasheet)** |  |
| **D2** | **Problem Description** *(Filled by Philips)* | **End Date D2:** |

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| **D3** | **Interim Containment Action (ICA)** *(by Philips 3.1 & Supplier 3.2 )***(To isolate effects of the problem from any internal/external customer until Permanent Corrective Actions (PCA’s) are implemented)** | **Start Date D3:** |
| **What to do with affected products** |  |
| **Traceability on products** |  |
| **Containment Action Detail** | **Responsible** | **Completion Date** | **Evidence** | **Estimated effectiveness (%)** |
| 3.1 *Philips* |  |  |  |  |
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| 3.2 *Supplier* |  |  |  |  |
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| **D3** | **Containment Action**  | **End Date D3:** |

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| **D4** | **Root Cause Analysis and Verification** *(Filled by Supplier)* | **Start Date D4:** |
| **Logbook of all root cause analysis actions** |
| **Possible Root Causes investigated:**1. **…..**
2. **…..**
3. **…..**
 |
| **Root cause Analysis Action** | **Responsible** | **Completion Date** | **Evidence** |
| 4.1 |  |  |  |
| 4.2 |  |  |  |
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| **Related documentation** |  |

**5 times Why Analysis:**

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| **Problem description** |  |
| **Reason Why?** |  |
| **Reason Why?** |  |
| **Reason Why?** |  |
| **Reason Why?** |  |
| **Reason Why?** |  |
| **Final Root Cause** |  |

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| **Non detection** |  |
| **Reason Why?** |  |
| **Reason Why?** |  |
| **Reason Why?** |  |
| **Reason Why?** |  |
| **Reason Why?** |  |
| **Final Escape Root Cause** |  |

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| **Final Root Cause Category** *(Filled by Supplier)* |
| [ ]  **Supplier Manufacturing** | [ ]  **Design/Development** | [ ]  **Application/Damaged in Field** | [ ]  **2nd tier Supplier** |
| [ ]  **Logistics/Shipping** | [ ]  **Could Not Be Determined** | [ ]  **Other:** |
| **D4** | **Root Cause Analysis and Verification** *(Filled by Supplier)* | **End Date D4:** |

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| **D5** | **Choose & Verify Permanent Corrective Actions** *(Filled by Supplier)* | **Start Date D5:** |
|  |
| **Corrective Action Detail (Problem)** | **Responsible** | **Completion Date** | **Evidence** | **Estimated effectiveness (%)** |
| 5.1.1 |  |  |  |  |
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| **Corrective Action Detail (Non Detection)** | **Responsible** | **Completion Date** | **Evidence** | **Estimated effectiveness (%)** |
| 5.2.1 |  |  |  |  |
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| **D5** | **Choose & Verify Permanent Corrective Actions** *(Filled by Supplier)* | **End Date D5:** |

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| **D6** | **Permanent Corrective Action (PCA) Implementation and Validation** *(Filled by Supplier)* | **Start Date D6:** |
| **Implementation Detail (Problem)** | **Responsible** | **Completion Date** | **Evidence** | **Estimated effectiveness (%)** |
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| **Implementation Detail (Non Detection)** | **Responsible** | **Completion Date** | **Evidence** | **Estimated effectiveness (%)** |
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| **Validation date** |  |
| **Traceability on change** |  |
| **D6** | **Permanent Corrective Action Implementation and Validation** *(Filled by Supplier)* | **End Date D6:** |

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| **D7** | **Prevent Reoccurrence** *(Filled by Supplier)* | **Start Date D7:** |
| **Defined action** | **Responsible** | **Completion****Date** | **Evidence** | **Estimated effectiveness (%)** |
|  **7.1 Current products*****What can be done to prevent the root cause in current products?*** |
| 7.1.1  |  |  |  |  |
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|  **7.2 Future products.*****What can be done to prevent the root cause in future products?*** |
| 7.2.1 |  |  |  |  |
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| **7.3 Early detection*****What can be done to detect this kind of problem ahead of time?*** |
| 7.3.1 |  |  |  |  |
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| **D7** | **Prevent Reoccurrence** *(Filled by Supplier)* | **End Date D7:** |

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| **D8** | **Closing** *(Filled by Supplier)* |
| **Total Approved Credits**  |  |  |  |
| **Approved by** |  |  |  |
| **Function / Department** |  |  |  |
| **Date (End Date 8D report)** |  |  |  |
| **Signature**  |  |  |  |

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| **D8** | **Closing** *(Filled by Philips)* |
| **Total Required Credits**  |  | **Sharing Best Practices** | y/n |
| **Total Approved Credits** |  |  |  |
| **Approved by**  |  | **Business/CT** |  |
| **Signature**  |  | **Date (end of 8D)** |  |