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

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| --- | --- | --- | --- | --- |
| **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:** |
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| **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:** | |
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| **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)** |  |