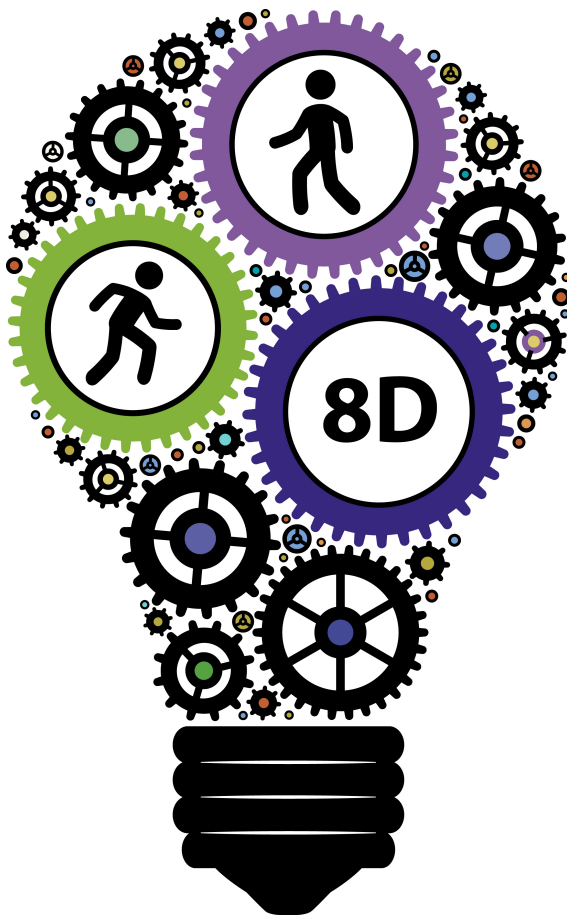




Husqvarna
Group

8D POCKET GUIDE

Essentials of 8D Method



For further information and support, contact Husqvarna SQA&D Organization:

<http://corporate.husqvarna.com/purchase/en>

8 Discipline Problem Solving

This is a structured approach of 8 steps to define a problem, identifying its true root causes and making a long term corrective action preventing the problem from recurring.

One of the steps is to make sure the customer is protected by containing all suspected material within your reach.

Align your corrective actions with Poka Yoke solutions as far as possible.



D1. Establish Team

Appoint a Team Leader and a cross-functional team of people with problem-solving skills from different departments representing the possible *Origin of Cause*.



D2. Describe Problem

Make sure that all team members understand the problem.

Mandatory Tool: 5W2H* form.



D3. Immediate Containment Actions

Protect the customer from further defect products by blocking and marking the inventory and what is being produced. Also, identify what is in transit and report to the customer.

24 HRS

To continue delivery, sorting/ rework may be needed. Any rework has to be submitted to and verified by the customer.

*Refer to the last page



D4. Root Cause Analysis

Brainstorm to identify possible root causes and reasons why the problem occurred and was not detected before shipping to the customer. Verify TRUE root cause(s) based on facts.

Mandatory Tools: Ishikawa, 5WHY?*

Facts can be:

- Historical data/ statistics
- Simulations and tests
- Visual (documented) observations in the process. etc



D5. Corrective Actions

Plan and implement corrective actions addressing the root causes.

14 DAYS

E.g.: Wrong diameter of a part due to a worn out core.

Corrective Action: Replace the core; update all related instructions and the maintenance plan.



D6. Verify Corrective Actions

Check if the intended corrective actions solved the problem. Implementing and removing the corrective actions should work as a flip switch for turning on and off the problem.



D7. Prevent Recurrence

Review and improve the processes which prevent the recurring issues. Use Lessons Learned concept (Yokoten).

E.g.(referring to D5): Implement the same corrective actions on similar products.

30 DAYS



D8. Celebrate success

Inform all stakeholders and recognize the team.

TOOLS

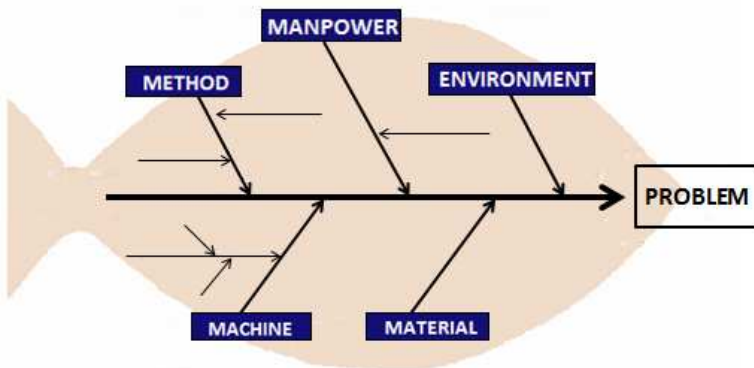
5W2H FORM

This tool is used to define and understand the extent of the problem by asking 7 questions:

- WHAT happened?
- WHY is it a problem?
- WHEN did it happen?
- WHO detected it?
- WHERE was it detected?
- HOW was it detected?
- HOW MANY?

ISHIKAWA (FISH BONE GRAPH)

It is a structured way to gather all possible causes to a problem.



5WHY?

This question-asking technique is used to find sequential causes for the failure and identify the failure path.

