8D process specifications for suppliers

Contents

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SEW-EURODRIVE GmbH & Co KG
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➜ **www.sew-eurodrive.com**

1 Purpose

This document explains SEW-EURODRIVE's requirements with regard to the structured development of sustainable measures on the part of suppliers in the event of complaints.

2 Area of validity

The document applies to SEW-EURODRIVE's plants in France and Germany, and for all suppliers approved by SEW-EURODRIVE. The document shall be used upon request in the event of a complaint.
(Request e.g. notice of defects)

3 8D (8 dimension) procedure

3.1 Meaning of the 8D procedure

The 8D procedure provides structured teamwork, which results in the prevention of ongoing costs, fault rectification and avoidance of a repeat of the same fault or a similar fault. The latter involves an in-depth analysis of the cause of the fault and transformation to the system level, which is a prerequisite for an approach for achieving long-term fault avoidance.

3.2 Requirements of the phases of the 8D procedure

3.2.1 D1: Team, consisting of

Person dealing with the complaint, technical experts, responsible person from the area in which the fault originated, competent sub-supplier representative if necessary

3.2.2 D2: Description of the problem

Explanation of the problem based on the fault notification from the customer. Used to make a comparison between the customer notification and the interpretation of the supplier. This must contain a precise description of the situation, including quantification.

3.2.3 D3: Immediate measures

Immediate measures must be planned and implemented directly and with maximum efficiency.
The planning process must ensure that the material and the method of the immediate measure are free of any faults.
For example, a sorting process must have clearly defined testing features and must contain clear assignment of the testing devices. Furthermore, the material marking methods and devices must be planned, set up and assigned to specially selected personnel.
The marking of materials which have been subjected to an immediate measure and approved for delivery must be retained for the customer and applied in a way that is comprehensible for the customer and instruct communicated in writing.
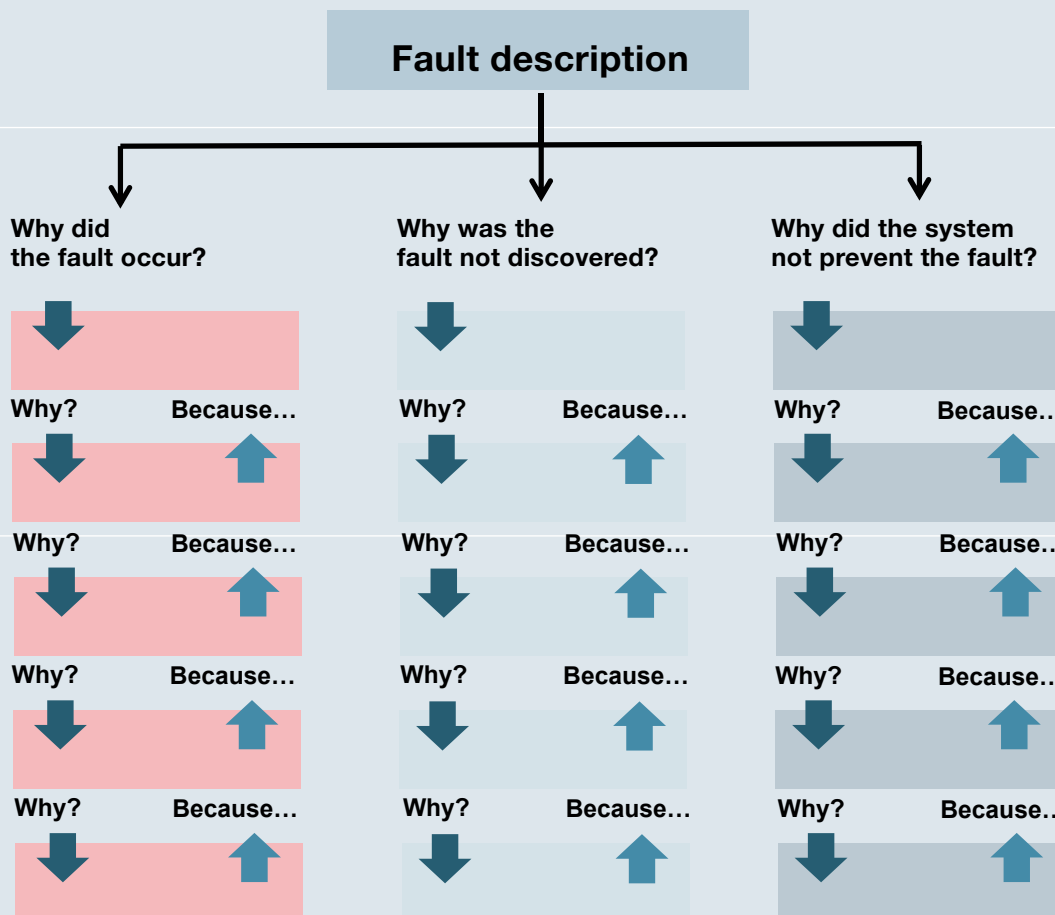
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3.2.4 D4: Analysis of fault cause(s)

The cause of the fault must be determined in 3 x 5 Why axes:

1. Questions about cause of fault to be dealt with directly.

2. Questions about the reasons for non-discovery of the fault.

3. Questions about the system gap which was responsible for the occurrence of the fault.

Fault description

Why did the fault occur?	Why was the fault not discovered?	Why did the system not prevent the fault?
Why? Because…	Why? Because…	Why? Because…
Why? Because…	Why? Because…	Why? Because…
Why? Because…	Why? Because…	Why? Because…
Why? Because…	Why? Because…	Why? Because…

In the case of faults which have been made by workers, the reason for the erroneous action must be determined. Determination of a cause such as "lack of attention" is unacceptable.

The approach of a human FMEA must be chosen if necessary.

So-called individual faults are not excluded from this procedure. Particularly the possibility of human fault implies that the fault is likely to be repeated. Poka Yoke measures must also be carried out here in compliance with the zero fault strategy.

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3.2.5 D5: Planning of containment measures

The cause determined by the two first Why axes must be used to plan the containment measures.
In this case, measures must be taken to prevent the fault from occurring and/or measures worked out to prevent non-discovery. The measures must be effective over the long term. From this it can be derived that measures such as training courses, the 4-eyes principle, manual checking, etc. cannot fulfill these requirements, since human failure is not ruled out.

3.2.6 D6: Implementation and introduction of the containment measures

The implementation of the measures must be accompanied for every individual activity. Introduction must be monitored on site.
The effectiveness in itself must be defined and monitored with regard to the type of effectiveness observation and the duration of the effectiveness observation.

3.2.7 D7: Planning and implementation of system improvement measures

In order to avoid the same faults or similar faults, measures must be planned on the basis of the knowledge from the 3rd Why axis, which concerns the QM system.
An improvement to QM system elements, such as the maintenance system, the set-up procedure for machines, acceptance rules for processes and also the improvement of systems for using empirical values, e.g. when buying new machinery, changing processes, FMEA, etc. must be taken into consideration.

3.2.8 D8: Completion of teamwork

Communication of success and appreciation of the team. Notification to SEW-EURODRIVE about the completion of 8D.

4 Documentation

4.1 Form 8D

This form can be used by the supplier. Different forms can also be used, provided that the content corresponds to that of the SEW-EURODRIVE form.

4.2 Processing times

A first response is expected to be sent with the results of steps D1 to D3 after 3 working days.
In the case of return delivery of defective parts, this period shall apply from the date of receipt of the defective parts at the suppliers site.
The response including the results of steps D4 to D8 is expected after the following 10 working days.
If this is not possible, interim reports must be submitted to SEW at intervals of 10 working days.

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Appendix 1

8D Report SEW-EURODRIVE GmbH & Co KG

Supplier			
SEW-EURODRIVE Q notification no.		SEW-EURODRIVE supplier number	
SEW-EURODRIVE internal reference		Supplier reference no.	
SEW-EURODRIVE part number		Supplier part number	
SEW-EURODRIVE contact person		Supplier contact person	
Date of complaint		Defective quantity	

Immediate notification within 3 working days

D1 Team (team leader, team members; name, department)

D2 Problem description (complaint text, pictures,..)

D3 Immediate measures - quantity clarification (in collaboration with SEW-EURODRIVE contact person)

Suspect quantity at SEW-EURODRIVE		not OK Quantity at SEW-EURODRIVE	
Suspect quantity, transport		not OK Quantity, transport	
Suspect quantity, supplier		not OK Quantity, supplier	

D3 Immediate measures for safeguarding production / products (sorting campaign, reworking, special deliveries, marking of OK components…)	Responsible	Date of introduction	Status
			open
			open

D4 Primary cause for occurrence of the fault (tools: 5 Why, Ishikawa, Poka Yoke, ...)

D4 Primary cause for non-discovery of the fault (tools: 5 Why, Ishikawa, Poka Yoke, MSA…)

D4 Primary cause for system gap which allowed the fault to occur (tools: 5 Why, Ishikawa, Poka Yoke, MSA, …)

Intermediate/final report within 10 working days

D5/D6 Measures to prevent fault occurrence (Changes to product / process)	Responsible	Date of introduction	Verification	Status
				open
				open
				open
D5/D6 Measures to prevent non-discovery (Changes to checks man./autom.)	Responsible	Date of introduction	Verification	Status
				open
				open
				open
D7 Measures to prevent the system gap (With these and similar products product FMEA, process FMEA, test plan, work instructions...)	Responsible	Date of introduction	Verification	Status
				open
				open
				open

D8 Status of the 8D	Completion by superior authority and 8D team	Date	Signature
In process			