**8D Title:**

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| **Nord-Micro 8D Owner** |  | **Clinic No.** |  |
| **Part No.** |  | **8D start date** |  |
| **Part Name** |  | **8D revision** |  |
| **Serial No.** |  | **8D revision date** |  |
| **Customer** |  | **A/C & MSN** |  |

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| **Sub-tier** |  | **Sub-tier 8D Owner** |  |

**Reason for investigation:**

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| **OEM Reject:** | **X** | **Field Reject:** |  | **Internal NM Reject (MB/MRB):** |  |
| **Engineering issue:** |  | **Customer issue:** |  | **other:** |  |

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| **1** | **Failure description:** |
| GOAL: A thorough problem description is the foundation for good problem solving.  What are the difficulties? Why is there an action to take place? When did it occur?  Who is concerned with the problem? Where do they take place? How do we know we have a problem? How often has it occurred? | |

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| **2** | **Cross-functional team:** | | |
| GOAL: Build a small, efficient team of competent members with clearly assigned responsibilities. | | | |
| Name: | | Responsibility: | Contact  (direct dial or mail): |
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| **3** | **Initial analysis:** |
| GOAL: Complement step D1 description with graphical and pictorial aids.  Is the failure confirmed? Use pictures or drawings to describe the failure. How large is the extent of the failure? | |

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| **4** | **Immediate containment actions:** |
| GOAL: Limit the extent of the problem and protect your customer.  Provide information on potentially affected parts, e.g. serial numbers or batches. Check your internal test coverage. Take actions to catch all potentially bad parts, i.e. additional quality inspections during production, inspection of stock, callback of delivered parts.  Provide precise information of the contained parts, e.g. serial number, batch number, date of manufacture, containment action taken. | |

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| **No.** | **Task:** | **Owner:** | **Target Date:** | **Closure Date:** |
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| **5** | **Root Cause:** |
| GOAL: Conduct a systematic and documented analysis to identify the root cause of the failure.  Use Fishbone, 5Why, RRCA or other adequate methods. Verify the root cause, can you switch the failure on and off again, e.g. by cross change of parts. Why wasn’t the failure detected earlier? | |

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| **6** | **Permanent Corrective Actions:** |
| GOAL: Remove the root cause and prevent the failure from ever occurring again.  These actions may include design improvements, ‘Poka Yoke’, improved testing or usage of a special tooling. Are any negative side effects considered? Document corrective actions.  **Aim for a MPL 1 solution.** | |

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| Permanent action **M**istake **P**roof **L**evel |  |

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| **7** | **Preventive Actions:** |
| GOAL: Proactively implement actions that will prevent the failure from happening.  Are other products also potentially affected by this failure? Which pro-active action could have avoided the failure, e.g. usage of a lesson learnt database, standard work for engineering, PFMEA, SPC. | |

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| **8** | **Validation:** |
| GOAL: Show evidence that the permanent actions were successful.  Typically 6month after implementation of the corrective action. | |

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