

Rules for 8D reports

The goal and purpose of 8D reports:

1. Structured approach for systematic analysing and resolving complaints and avoiding future complaints.
2. Recurring faults should be avoided through sustainable implementation of corrective and preventative measures.
3. The actual cause is to be determined and documented.
4. Winkhaus must be informed of the status of the complaint.
5. A traceable and analysable documentation for the fault process should be created and archived.

Regarding the individual points of the 8D report:

1. Header data
Is taken from the complaint by Winkhaus and supplemented with the supplier information.
2. Problem description Winkhaus
Is taken from the complaint by Winkhaus.
3. Problem description supplier
The problem description takes place based on the analysis results of the supplier.
4. Immediate measures
Immediate measures refer to the part that is the subject of the current complaint. They are intended to protect Winkhaus from receiving further faulty parts or for blocking products that could potentially have the same fault.

The supplier must constantly check the effectiveness of these temporary measures and organise further measures if necessary. Examples of immediate measures include:

- Block, recalls
- Inspection of the stock (at the supplier, in consignment warehouses, at the customer)
- Further analyses in the laboratory, at sub-suppliers or in the development department.
- Initiation of tests in production, logistics etc.

5. Causes of faults

The cause of the fault is listed here following the analysis. If the actual cause has nothing to do with the problem at first glance, the

conclusion chain must be listed (verification of cause-effect relationships). I.e. the underlying cause must be determined and verification that this is actually the underlying cause

must be provided. At least one of the Q-tools listed below must be used to determine the underlying cause:

- 5-Why
- Cause-effect diagram (Ishikawa)
- Fault tree analysis
- 7-W questions (who, what with, why, what, where, when & to what extent)

6. Long-term remedial action/preventative measure

Corrective measures ensure that a fault does not occur a second time. They are implemented after the cause analysis and therefore after the immediate measures. There are two types of corrective measures: long-term and medium-term. Medium-term measures are intended to bridge the time gap between the immediate measure and the implementation of the long-term corrective measures. The long-term measures are designed to resolve the problem permanently and reliably. The solutions are often organisational, design-related or technical solutions in the process, on the product or the plant and immediate implementation is not possible. Corrective measures must either be described completely or reference must be made to a more extensive description (e.g. action plan). Winkhaus will not accept instruction of personnel as the only measure implemented by the supplier.

7. First delivery of OK parts

The delivery and labelling of the first OK parts must be agreed with the relevant QA department at Winkhaus.

8. Preventative measures

Preventative measures are required if the fault may also occur in a different place (different product, different process, different production line, different production location, ...).

9. Effectiveness test

The effectiveness test confirms the sustainable implementation of the immediate and corrective measures and also verifies that the cause of the fault has been permanently resolved. This can be achieved with different measures, such as field tests, periodic or permanent monitoring or process / product audits. The effectiveness test always takes place after the implementation of the corrective measure.

10. General instructions:

The supplier must respond to every complaint with an informative 8D report with the following content within 10 working days:

- Cause analysis
- Immediate measures
- Medium-term measure

- Preventative measure
- Schedule for the effectiveness test



This time period may be shortened by Winkhaus if necessary. Interim reports must be provided on request. The supplier must request deadline extensions in writing in good time.

The effectiveness test should usually take place on the 20th working day at the latest and the results sent to Winkhaus in the form of a final 8D report.

Products to be labelled separately must be agreed with the relevant Winkhaus QA department. This type of labelling usually takes place on the packaging, on the delivery note, on the label or on the product and from a specified production or delivery date.

Version

No.	Date	Name	Changes (<i>What has been revised</i>)
0	22/10/2019	Procurement	Initial creation