



8D & Root Cause Analysis Kit

Start here: what's inside, how to run an 8D with it, and what you still need.

What's inside

File	What it is	When to use it
00_Start_Here_README.pdf	This guide	First
01_8D_Corrective_Action_Report_Form (.docx + .pdf)	Editable 8D form, D0 to D8: 5W2H problem description, containment by location, occurrence / escape / systemic root causes, actions with verification, read-across, closure	Every customer CAR or significant internal problem
02_5-Why_and_Fishbone_Templates (.docx + .pdf)	Fishbone (6M) with cause evaluation table; three-leg 5-Why (occurrence, escape, systemic); root cause quality check	D4 root cause
03_Is-Is-Not_and_Escape_Point_Worksheets (.docx + .pdf)	Is / Is-Not with distinctions and changes; escape point analysis with detection prompts	D2 and D4
04_CAPA_Effectiveness_Check_Form (.docx + .pdf)	Criteria set in advance, implementation verification, results, decision	After actions have had time to work
05_CAPA_Tracker.xlsx	Excel log with automatic status, days open, effectiveness-check due date, overdue flags, and a dashboard	Ongoing; weekly review
06_Worked_Example_8D.pdf	A complete fictional 8D (oversize drilled holes) from D0 to effectiveness check	Before your first 8D; for training
07_Writing_Corrective_Actions_Customers_Accept.pdf	What reviewers look for, 12 rejection reasons, weak vs strong rewrites, human factors, evidence and final checklists	Before every customer submission

How to run an 8D with this kit

1. **React (D0).** Stop shipment, quarantine, tell the customer. Open a row in the tracker (Doc 05).
2. **Team and problem (D1, D2).** Write a measurable problem statement. Use the Is / Is-Not worksheet (Doc 03) to narrow it.
3. **Contain (D3).** Check every location on the D3 table, including other parts made on the same process. Set a clean point.
4. **Root cause (D4).** Fishbone to list causes, test them with data, then 5-Why on each verified cause (Doc 02). Run the escape point analysis (Doc 03).
5. **Fix (D5, D6).** One or more actions per cause; prove each works before full rollout; record evidence.
6. **Prevent (D7).** Update documents, risks, and training; read across to similar parts and processes.
7. **Close (D8).** Run the effectiveness check (Doc 04) against the criteria you set at D5. Then close the row in the tracker.

8D or simple correction?

Not every nonconformance needs a full 8D. AS9100D expects corrective actions to be appropriate to the effects of the nonconformity. Many shops use a full 8D when any of these apply, and a simpler CA for the rest. Write your own rule into your CA procedure.

- Customer request, customer escape, or field issue
- Safety, key or critical characteristic, or flight-hardware fit/function risk
- Repeat nonconformance (same cause seen before)



8D Corrective Action Report

8D & Root Cause Analysis Kit - Document 01 - Rev A (2026-10)

How to use: one form per problem. Fill each discipline (D0-D8) in order and attach the worksheets from Documents 02-04 as evidence. Step names vary between 8D formats (Ford Global 8D, SAE AS13000, customer portals); the content is the same. If your customer requires its own 8D format or portal, use it and treat this form as your working copy.

8D / CAR number		Date opened	
Customer / CAR reference		Customer response due	
Part number / revision		Part name	
Lot / serial number(s)		PO number	
Related NCR(s)		Champion (management sponsor)	
Team leader		Status (open / closed)	

Source: ☐ Customer complaint / CAR ☐ Internal NCR ☐ Supplier (SCAR) ☐ Internal audit ☐ External audit ☐ Field / warranty ☐ Other

Timeline

Step	Target date	Completed	By
D0 Prepare / emergency response			
D1 Team			
D2 Problem description			
D3 Containment			
D4 Root cause + escape point			
D5 Corrective actions chosen and verified			
D6 Actions implemented and validated			
D7 Recurrence prevented (system + read-across)			
D8 Closure and team recognition			
Effectiveness check (Document 04)			

D0 Prepare and emergency response

What did you do in the first hours to protect the customer? Stop shipment, notify the customer, quarantine product, protect people. Then decide whether the problem needs a full 8D or a simple correction, and record why.

Symptom as first reported (who, what, when)