



Warranty & Field Failure Analysis Kit (8D)

Warranty return log, NTF analysis, field-failure 8D and customer complaint metrics.

What's inside

File	What it is / how to use it
01_Warranty_Field_Failure_Workbook.xlsx	Return log, 8D tracker and PPM dashboard with flags.
02_Field_Failure_8D.docx	8D template with occurrence and escape root causes.
03_Warranty_Procedure.docx	Procedure template.

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About the author

Built by Matt Norman, US Navy veteran and former SpaceX Falcon 9 quality inspector and QA supervisor. (Not affiliated with or endorsed by SpaceX.) Norman Quality Tools is Veteran-Owned & Operated. Contains no SpaceX, government, or customer proprietary information; all example data is made up.

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Field Failure 8D Report

Warranty & Field Failure Analysis Kit (8D) - Document 02 - Rev A (2026-10)

8D #		Customer / complaint no.	
Part / lot / date code		Opened	

Discipline	Content
D1 Team	
D2 Problem description (is / is not)	
D3 Containment (stock, transit, customer, field)	
D4 Root cause: occurrence	
D4 Root cause: escape (why not detected)	
D5 Permanent corrective actions	
D6 Implementation and validation	
D7 Prevent recurrence (PFMEA, control plan, lessons learned, similar parts)	
D8 Team recognition and closure	

Role	Name	Signature	Date
Champion			
Quality			

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