
ERHARDT Markisenbau GmbH

3D & 8D report guidelines for suppliers



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1. Purpose

The objective of these guidelines is to provide a detailed description of the 3D & 8D problem-solving and reporting method for ERHARDT Markisenbau GmbH suppliers.

2. Scope of application

The contents of these guidelines apply to all suppliers who deliver products and manufacturing processes to ERHARDT Markisenbau GmbH.

3. Terms

3D report = 3 discipline report 8D

report = 8 discipline report

Ishikawa diagram (cause-effect diagram) = diagram to show causalities.

4. Description of the 8D steps

Every complaint from ERHARDT Markisenbau GmbH must be processed according to the 3D/8D method. Depending on the relevance of the error, ERHARDT Markisenbau GmbH will request a 3D or an 8D report.

In the case of an 8D report, ERHARDT Markisenbau GmbH first requires an interim 3D report (D1-D3) 48 hours after receipt of the complaint.

The same deadline (48 hours) also applies if Erhardt Markisenbau GmbH only requests a 3D report. In order to resolve the complaint, application of the complete 3D/8D method must be demonstrated.

Both the interim report (3D) and the final 8D report must be supplied to ERHARDT Markisenbau GmbH in a timely manner (8D = 15 working days after receipt of the complaint).

The 8D method can only work effectively if the 8D report documents the progress of improvement measures in a timely manner and is used as a “living” working tool for handling complaints.

5. Appendix

Chapter 5 (Appendix) shows the Erhardt Markisenbau GmbH 3D & 8D report, which suppliers can use for the purpose of processing complaints. You will find the 3D & 8D report on the Erhardt Markisenbau GmbH website (<http://www.erhardt-markisenbau.de>).

4.1 Explanations of the individual disciplines

1D: Gathering all relevant information and forming a management team

Prepare the 8D process, ensure that all relevant information for the 8D process is available and form a team to manage it. In addition, decide on a responsible team leader.

2D: Problem description

Describe the problem by identifying “what is wrong and why”. Delineate the problem (what, where, when, how many etc.).

3D: Immediate action

Define, verify and introduce a preliminary immediate measure to limit the impact of the problem until a permanent corrective measure is found. Check the effectiveness of the measures and assign a responsible person in your team to each measure, including implementation date and current status.

4D: Cause of error

Determine if the error is a first-time occurrence or if it is a recurring error. Determine and verify the cause(s) and check each probable cause by comparing it to the problem description and existing data. Also determine and verify the point in the process where the problem was discovered.

5D: Planned corrective measure(s)

Choose the optimum permanent corrective measure. Demonstrate that the chosen corrective measure has been proven to eliminate the problem and has no undesirable side effects. Assign a responsible person in your team to each planned measure, including implementation date and current status.

6D: Corrective measure(s) introduced

Plan and implement the selected permanent corrective measures.

Determine how the effectiveness of the permanent corrective measure can be monitored on an ongoing basis.

Assign a responsible person in your team to each planned measure, including implementation date and current status.

7D: Measure(s) against recurring errors

Modify the required systems, instructions and procedures to prevent the same or similar problems from recurring.

Assign a responsible person in your team to each planned measure, including implementation date and current status.

8D: Closing remarks/recognising team performance

Complete the teamwork. Evaluate the experience gained and decide who should be informed about it.

5. Appendix


5.1 Erhardt Markisenbau GmbH 3D report

1D				TEAM					
Lieferant / <i>Supplier</i>				Kunde / <i>Customer</i>		Erhardt Markisenbau GmbH			
Kontakt Person / <i>Contact person</i>				Kontakt Person / <i>Contact person</i>					
E-Mail:				E-Mail:					
Tel.-Nr.: / <i>Phone:</i>				Tel.-Nr.: / <i>Phone:</i>					
Lieferant Artikel-Nr. / <i>supplier article No.</i>				Erhardt Artikel-Nr. / <i>customer article No.</i>					
Lieferant Vorgangsnr. / <i>Supplier. Complaint No.</i>				Erhardt Reklamations-Nr. / <i>Erhardt Complaint No.</i>					
Reklamationsdatum / <i>Complaint opening date</i>				Revisionsdatum / <i>Last update</i>					
2D				Problembeschreibung / <i>Problem description</i>					
3D				Sofortmaßnahmen / <i>Immediate actions</i>					
Maßnahmen / <i>Actions</i>				Verantwortlich / <i>Responsible</i>		Einführungsdatum / <i>Implementation date</i>		Status / <i>State</i>	

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5. Appendix

5.2 Erhardt Markisenbau GmbH 8D report



Qualitätssicherungsvereinbarung mit Produktionsmateriallieferanten
Quality Assurance Agreement with Production Material Suppliers

8D-Report

Lieferant / Supplier				Kunde / Customer		Erhardt Markisenbau GmbH	
Kontakt Person / Contact person				Kontakt Person / Contact person			
E-Mail:				E-Mail:			
Tel.-Nr.: / Phone:				Tel.-Nr.: / Phone:			
Lieferant Artikel-Nr. / supplier article No.				Erhardt Artikel-Nr. / customer article No.			
Lieferant Vorgangsnr. / Supplier. Complaint No.				Erhardt Reklamations-Nr. / Erhardt Complaint No.			
Reklamationsdatum / Complaint opening date				Revisionsdatum / Last update			
1D		TEAM					
Teammitglieder / Team members			Abteilung / Department		Kontakt (E-Mail, Tel.) / Contact (E-Mail, Phone)		
Teamleiter / Team leader							
2D		Problembeschreibung / Problem description					
3D		Sofortmaßnahmen / Immediate actions					
Maßnahmen / Actions				Verantwortlich / Responsible		Einführungsdatum / Implementation date	Status / State
4D		Fehlerursache / Cause(s) of error					
<input type="checkbox"/> Fehler tritt erstmalig auf / First occurrence defect				<input type="checkbox"/> Wiederholfehler / Repetitive error			


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5. Appendix

5.2 Erhardt Markisenbau GmbH 8D report

			
Qualitätssicherungsvereinbarung mit Produktionsmateriallieferanten <i>Quality Assurance Agreement with Production Material Suppliers</i>			
5D	Geplante Abstellmaßnahme(n) / Chosen corrective action(s)		
Maßnahmen / <i>Actions</i>	Verantwortlich / <i>Responsible</i>	Einführungsdatum / <i>Implementation date</i>	Status / <i>State</i>
6D	Eingeführte Abstellmaßnahme(n) / Implemented corrective action(s)		
Maßnahmen / <i>Actions</i>	Verantwortlich / <i>Responsible</i>	Einführungsdatum / <i>Implementation date</i>	Status / <i>State</i>
7D	Maßnahme(n) gegen Wiederholfehler / Action(s) to prevent recurrence <i>Für jede Maßnahme ist ein Nachweis beizulegen / For each action below a documented evidence must be attached</i>		
Maßnahmen / <i>Actions</i>	Verantwortlich / <i>Responsible</i>	Einführungsdatum / <i>Implementation date</i>	Status / <i>State</i>
8D	Teamerfolg / Congratulations	Name Ersteller / <i>Author 8D-Report</i>	Abschlussdatum Lieferant / <i>Closing date supplier</i>
Unterschrift / Signature <i>Teamleiter / Team leader</i>			
Entscheid Erhardt / Decision Erhardt	8D-Report akzeptiert / <i>accepted</i> <input type="checkbox"/> <i>Ja / Yes</i> <input type="checkbox"/> <i>Nein / No: Update erforderlich bis / required until:</i> <input style="width: 50px; height: 20px;" type="text"/>	Abschluss / <i>Closure Erhardt</i> <hr/> Datum / <i>Date</i> Name / <i>Unterschrift / Signature</i>	
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