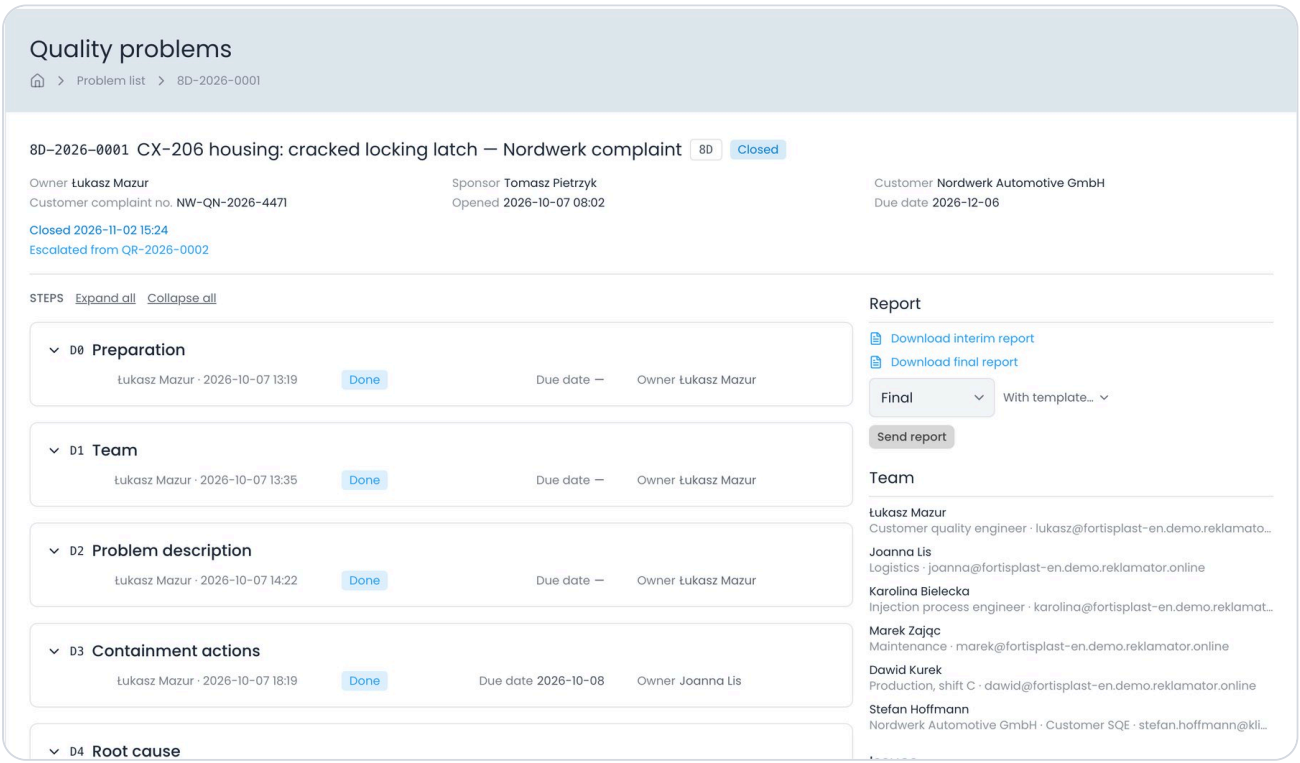
Reklamator

A call from the OEM at 10:40 pm. 8D closed in 27 days.

An injection moulder supplying the automotive industry. A cracked latch on a connector housing at the customer's line in Germany. How the night shift reports a QRQC, the team escalates to 8D in the morning, and the interim report reaches the customer within 24 hours.

8D step by step

Part 3 of 3



STARTING POINT

Fortis Plast: an OEM customer counts hours, not days

A sample injection moulder from Bielsko-Biała, Poland: connector housings, harness clips and sensor covers in PA66 for tier-1 suppliers in Germany and the Czech Republic. All screens in this document come from the company's demo account.

THE CUSTOMER'S QUALITY AGREEMENT

24 hours	containment and interim report (D3)
10 days	verified root cause (D4)
60 days	closed 8D with proof of effectiveness
8D report	with occurrence and escape causes

7 people
on the 8D team, including the customer's SQE with no system account

4 locations
sorted: at the customer, in transit, in our stock, in production

19,200 pcs
checked, 211 rejected (1.1%)

27 days
from the customer's call to D8 approval

8D-2026-0001 ON A TIMELINE

6 Oct 22:40 — **QRQC**
night shift reports the problem

7 Oct 07:45 — **Escalation**
QRQC → 8D, sponsor

7 Oct 18:35 — **D3**
sorting, interim report

15 Oct — **D4 rejected**
no evidence for escape

16 Oct — **D4 approved**
a day before deadline

29 Oct — **D6**
actions effective

31 Oct — **D7**
PFMEA, 14 moulds

2 Nov — **D8**
closed, final report

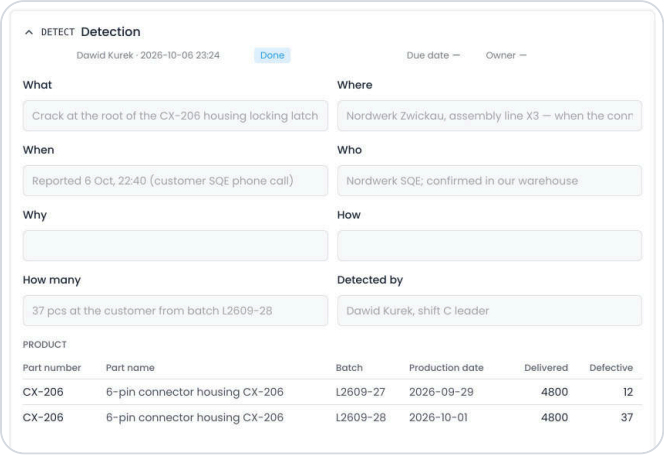
People
The customer quality engineer leads the 8D, the plant manager is the sponsor. On the team: injection process engineer, maintenance, logistics and the night shift leader.

Product
6-pin connector housing CX-206, four-cavity mould F-206 on machine E-12, batches L2609-27 and L2609-28.

Customer
Nordwerk Automotive GmbH, assembly line X3 in Zwickau, complaint NW-QN-2026-4471.

6 OCT · 22:40 NIGHT SHIFT

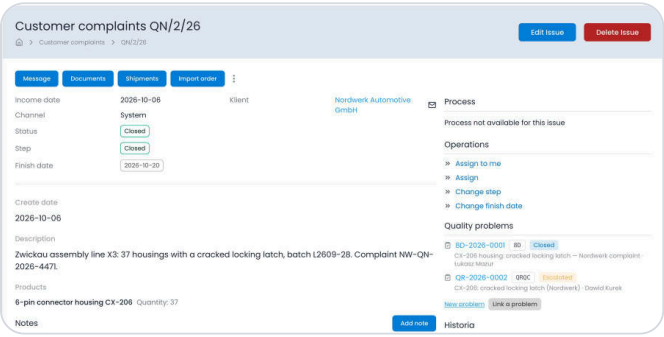
The customer's SQE calls at night.
The shift leader does not wait for morning.



QR-2026-0002 — Detection: a crack at the latch root, customer line X3, 37 parts from batch L2609-28. The shift C leader reports a QRQC from the floor.

The first 45 minutes

- **QRQC** opened from a phone: what, where, when, how many, who found it.
- **Containment**: all CX-206 stock blocked in the warehouse and in production — an action for logistics, due in the morning.
- **Product**: two batches with production date and quantities.
- **Team**: the customer quality engineer and logistics added — in the morning the problem is waiting for them, and logistics has an action assigned.
- **The customer complaint** QN/2/26 linked to the problem.



Complaint QN/2/26 — on the right, the "Quality problems" section: the QRQC (now "Escalated") and the 8D created from it.

Why QRQC and not straight to 8D? At night nobody knows whether it is a one-off or a serial problem. QRQC needs no sponsor or team — a fast block is what counts. When more is known in the morning, escalation carries everything into an 8D.

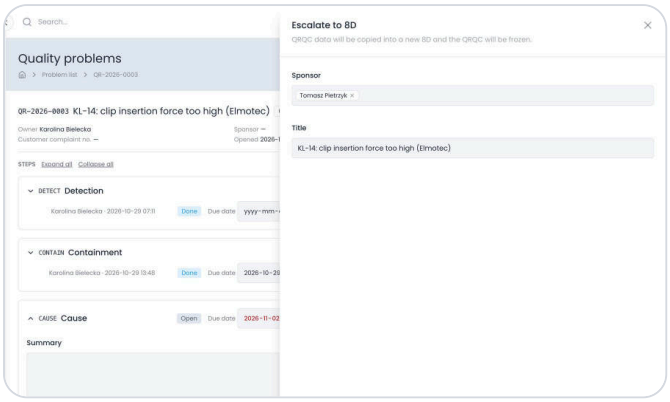
Shift leader permissions

The shift leader can create and edit problems. Whether that includes all problems, or only those where the shift leader is on the team or owns a step or action, is set by the permission group.

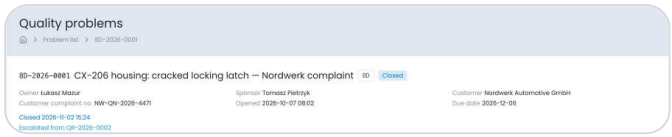
22:40	22:50	23:25	07:45
Nordwerk's SQE calls the shift leader	QRQC opened, batches entered	CX-206 stock blocked	escalation to 8D

7 OCT · 07:45 ESCALATION TO 8D

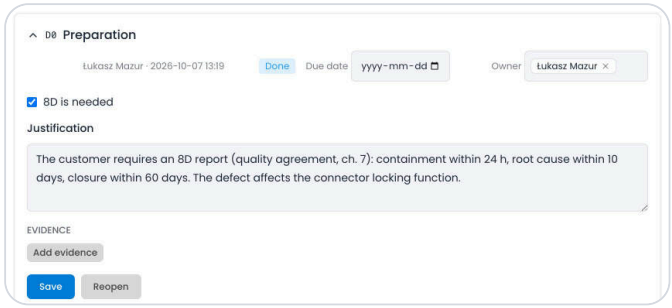
The customer wants an 8D report.
One click, nothing lost.



Escalation: sponsor and title. The QRQC is frozen as "Escalated", and its detection, containment, product, actions and team members move into the new 8D.



8D-2026-0001: owner (customer quality engineer), sponsor (plant manager), customer and complaint number, link to the QRQC.



D0 — the reason for the 8D, straight from the customer's quality agreement.

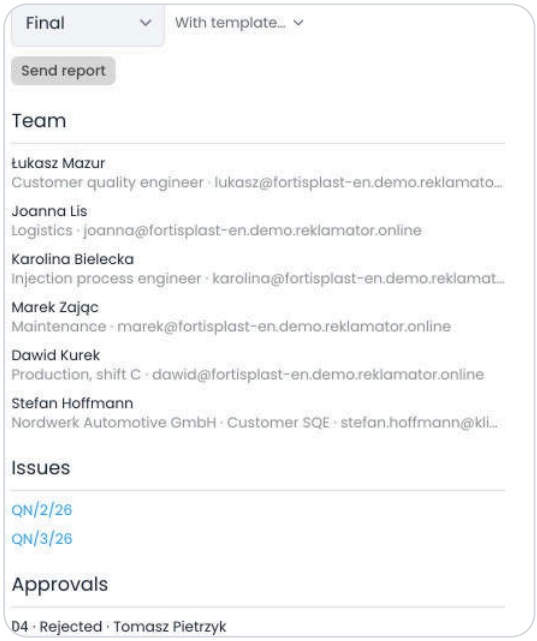
D1 — a team with the customer's SQE

The 8D lead adds the process engineer, maintenance, logistics and the shift leader. The sixth person is **the customer's SQE from Nordwerk** — no system account, with company and address. The SQE appears in the report and receives it in copy.

STEP	OWNER	DUE
D3 containment	logistics	8 Oct
D4 root cause	process engineer	17 Oct
D6 implementation	maintenance	21 Nov
D8 closure	customer quality engineer	6 Dec

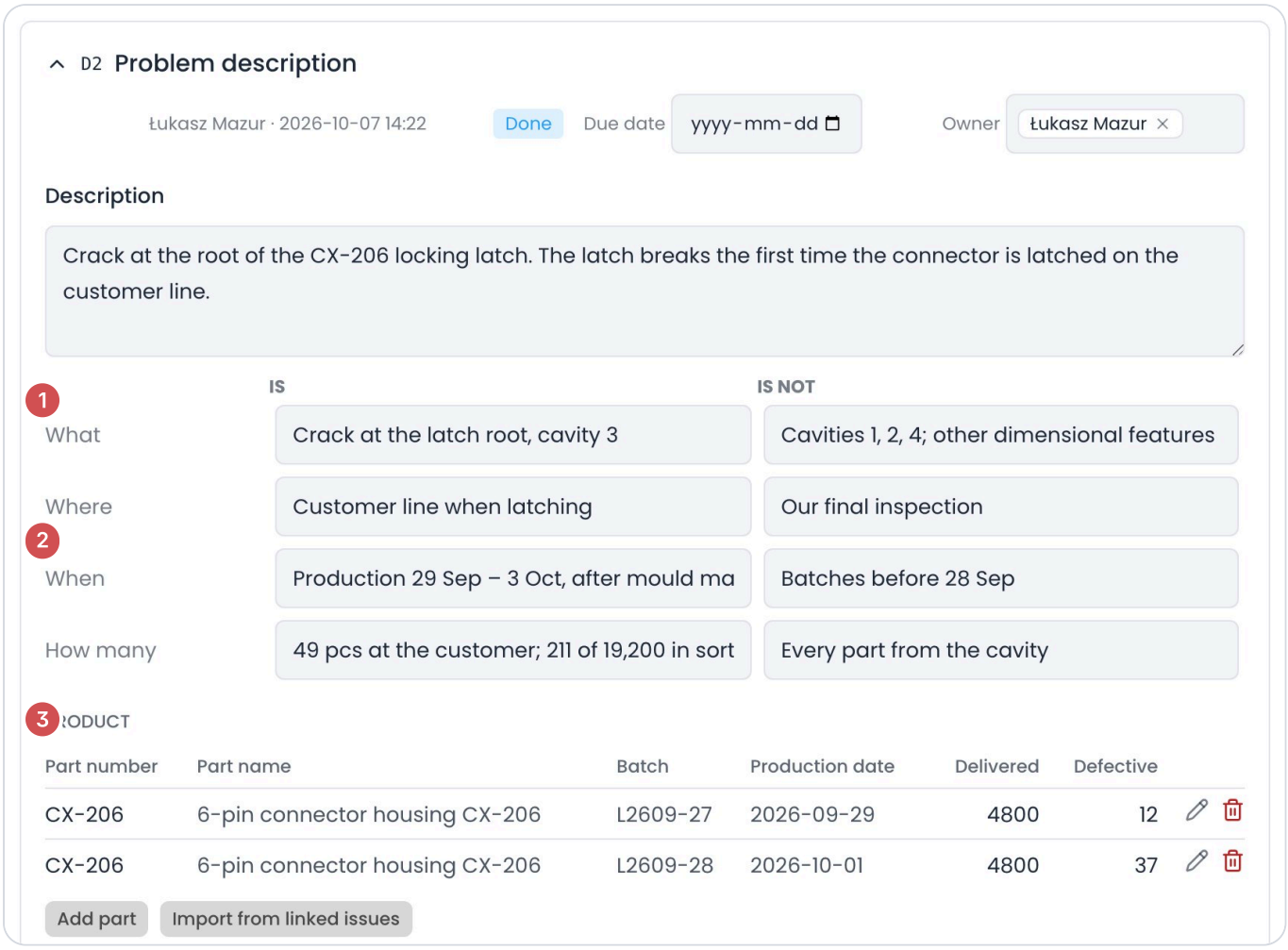
Deadlines calculated automatically from the escalation date: D3 — 1 day, D4 — 10, D6 — 45, D8 — 60.

> **Deadlines start at escalation**, not at the night-time QRQC — the 8D gets a full plan, and the QRQC remains as a record of the first hours.



The 8D team on the problem record.

IS and IS NOT:
cavity 3, after mould maintenance



1 what: cavity 3 only, not cavities 1, 2, 4 2 when: production after the 28 Sep mould maintenance

3 product: two batches, 4,800 + 4,800 pcs, 12 and 37 defective

Comparison narrows it down

The defect is in one cavity and only from one date. Not the cause yet, but it tells you where to look.

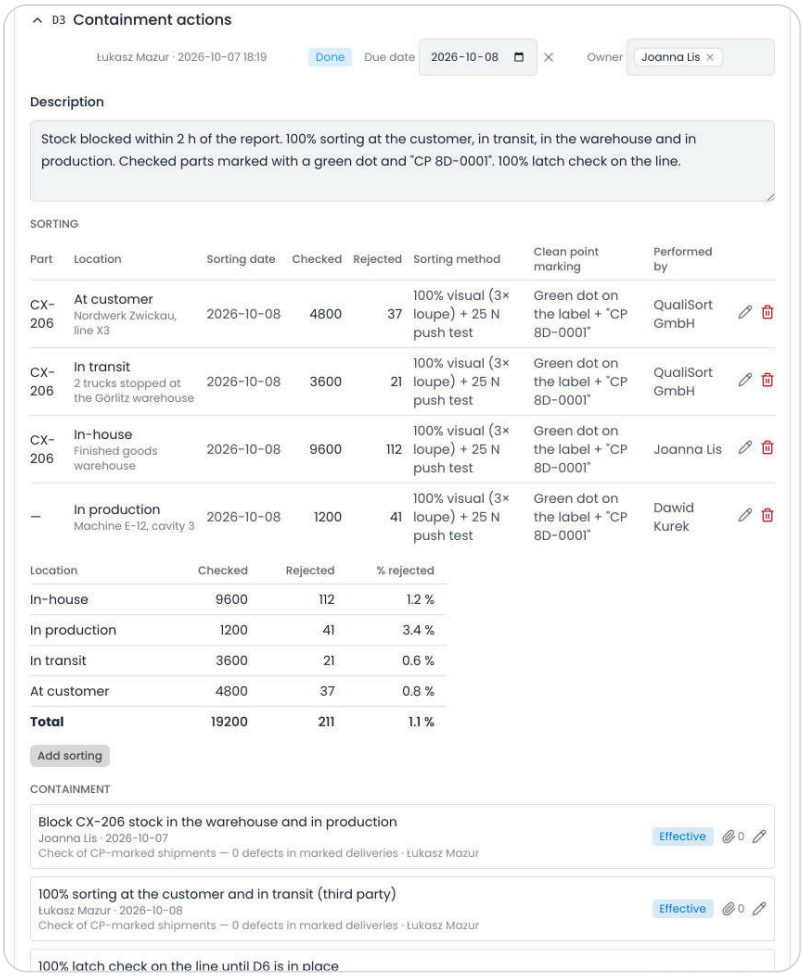
Product from the complaint

Batches and quantities can be typed in or pulled from the products on linked complaints — the serial number becomes the batch number.

Nobody overwrites

The 8D lead writes D2 while logistics fills in D3. Every step has a version — someone else's change never disappears silently.

Four sorting locations
and an interim report before nightfall



D3 Containment actions

Łukasz Mazur · 2026-10-07 18:19 Done Due date 2026-10-08 Owner Joanna Lis

Description

Stock blocked within 2 h of the report. 100% sorting at the customer, in transit, in the warehouse and in production. Checked parts marked with a green dot and "CP 8D-0001". 100% latch check on the line.

SORTING

Part	Location	Sorting date	Checked	Rejected	Sorting method	Clean point marking	Performed by
CX-206	At customer — Nordwerk Zwickau, line X3	2026-10-08	4800	37	100% visual (3× loupe) + 25 N push test	Green dot on the label + "CP 8D-0001"	QualiSort GmbH
CX-206	In transit — 2 trucks stopped at the Görlitz warehouse	2026-10-08	3600	21	100% visual (3× loupe) + 25 N push test	Green dot on the label + "CP 8D-0001"	QualiSort GmbH
CX-206	In-house — Finished goods warehouse	2026-10-08	9600	112	100% visual (3× loupe) + 25 N push test	Green dot on the label + "CP 8D-0001"	Joanna Lis
—	In production — Machine E-12, cavity 3	2026-10-08	1200	41	100% visual (3× loupe) + 25 N push test	Green dot on the label + "CP 8D-0001"	Dawid Kurek

Location	Checked	Rejected	% rejected
In-house	9600	112	1.2 %
In production	1200	41	3.4 %
In transit	3600	21	0.6 %
At customer	4800	37	0.8 %
Total	19200	211	1.1 %

Add sorting

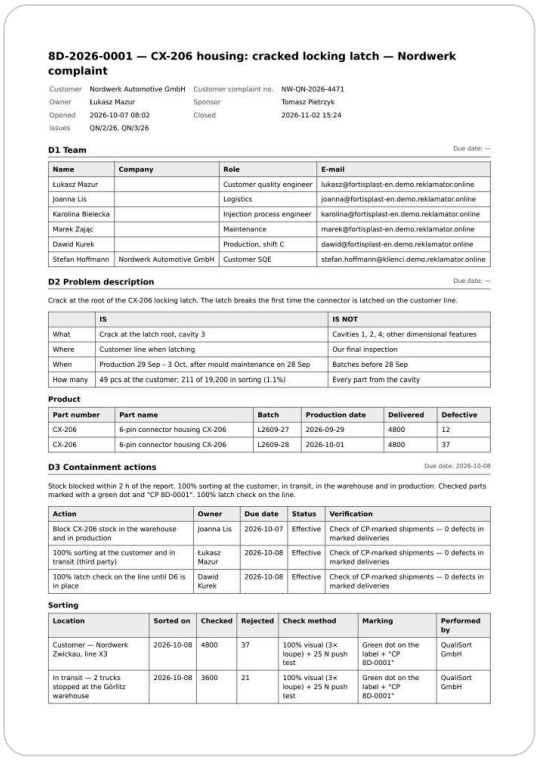
CONTAINMENT

Block CX-206 stock in the warehouse and in production — Effective
Joanna Lis · 2026-10-07
Check of CP-marked shipments — 0 defects in marked deliveries · Łukasz Mazur

100% sorting at the customer and in transit (third party) — Effective
Łukasz Mazur · 2026-10-08
Check of CP-marked shipments — 0 defects in marked deliveries · Łukasz Mazur

100% latch check on the line until D6 is in place

D3: sorting register (at the customer, in transit, in our stock, in production) with the method "100% visual + 25 N push test" and the marking "CP 8D-0001", totals, three containment actions.



8D-2026-0001 — CX-206 housing: cracked locking latch — Nordwerk complaint

Customer Nordwerk Automotive GmbH · Customer complaint no. NW-QN-2026-4471
Owner Łukasz Mazur · Sponsor Tomasz Pietrzyk
Opened 2026-10-07 08:02 · Closed 2026-11-02 15:24
Issues QN/2/26, QN/3/26

D1 Team

Name	Company	Role	E-mail
Łukasz Mazur		Customer quality engineer	lukasz@fortisplast-en.demo.reklamator.online
Joanna Lis		Logistics	joanna@fortisplast-en.demo.reklamator.online
Karolina Bielecka		Injection process engineer	karolina@fortisplast-en.demo.reklamator.online
Marek Zając		Maintenance	marek@fortisplast-en.demo.reklamator.online
Dawid Kurek		Production, shift C	dawid@fortisplast-en.demo.reklamator.online
Stefan Hoffmann	Nordwerk Automotive GmbH	Customer SQE	stefan.hoffmann@klienci.demo.reklamator.online

D2 Problem description

Crack at the root of the CX-206 locking latch. The latch breaks the first time the connector is latched on the customer line.

	IS	IS NOT
What	Crack at the latch root, cavity 3	Cavities 1, 2, 4; other dimensional features
Where	Customer line when latching	Our final inspection
When	Production 29 Sep – 3 Oct; after mould maintenance on 28 Sep	Batches before 28 Sep
How many	49 pcs at the customer; 211 of 19,200 in sorting (1.1%)	Every part from the cavity

Product

Part number	Part name	Batch	Production date	Delivered	Defective
CX-206	6-pin connector housing CX-206	L2609-27	2026-09-29	4800	12
CX-206	6-pin connector housing CX-206	L2609-28	2026-10-01	4800	37

D3 Containment actions

Stock blocked within 2 h of the report. 100% sorting at the customer, in transit, in the warehouse and in production. Checked parts marked with a green dot and "CP 8D-0001". 100% latch check on the line.

Action	Owner	Due date	Status	Verification
Block CX-206 stock in the warehouse and in production	Joanna Lis	2026-10-07	Effective	Check of CP-marked shipments — 0 defects in marked deliveries
100% sorting at the customer and in transit (third party)	Łukasz Mazur	2026-10-08	Effective	Check of CP-marked shipments — 0 defects in marked deliveries
100% latch check on the line until D6 is in place	Dawid Kurek	2026-10-08	Effective	Check of CP-marked shipments — 0 defects in marked deliveries

Sorting

Location	Sorted on	Checked	Rejected	Check method	Marking	Performed by
Customer — Nordwerk Zwickau, line X3	2026-10-08	4800	37	100% visual (3× loupe) + 25 N push test	Green dot on the label + "CP 8D-0001"	QualiSort GmbH
In transit — 2 trucks stopped at the Görlitz warehouse	2026-10-08	3600	21	100% visual (3× loupe) + 25 N push test	Green dot on the label + "CP 8D-0001"	QualiSort GmbH

Interim report — sent to Nordwerk with the SQE in copy at 18:35, 20 hours after the call.

4,800 / 37
at the customer — sorting company on line X3

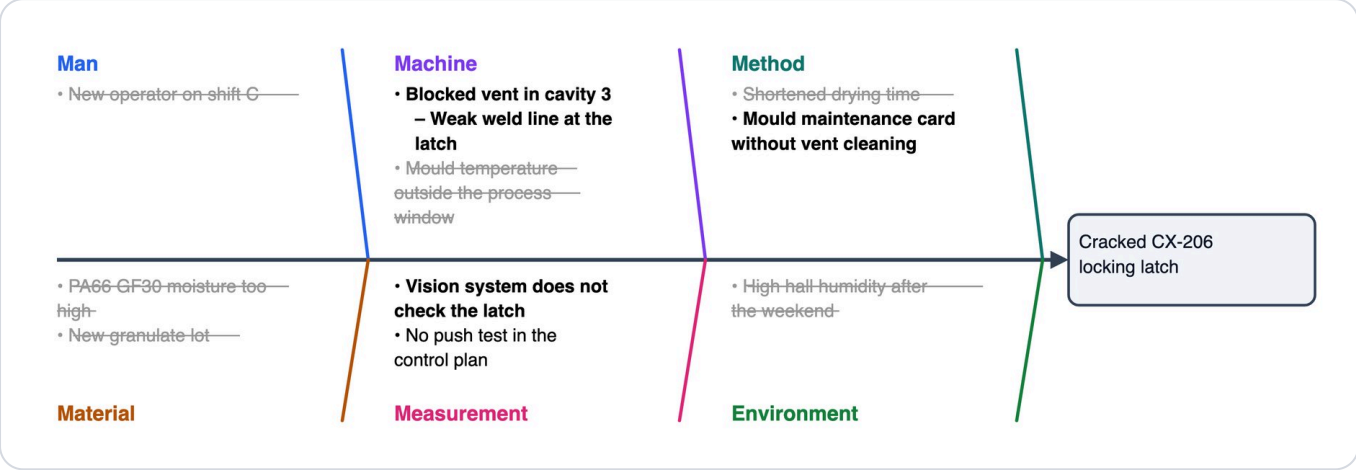
3,600 / 21
in transit — two trucks stopped in Görlitz

9,600 / 112
in the finished goods warehouse

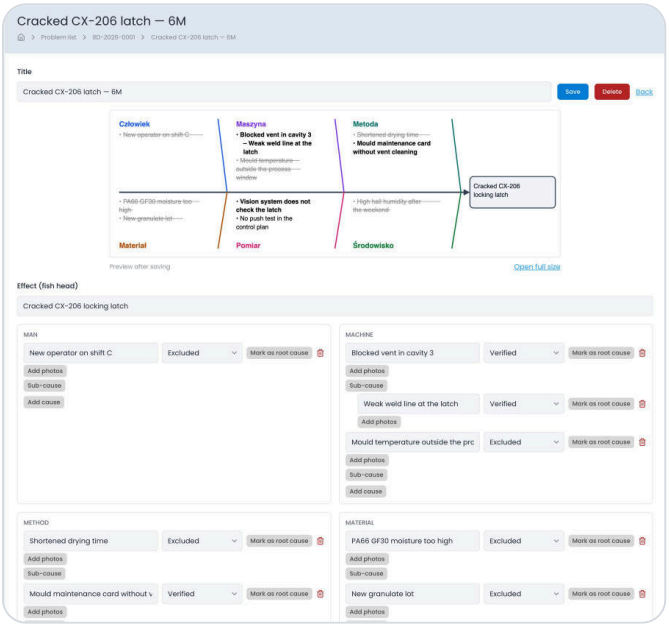
1,200 / 41
from cavity 3 on machine E-12

The sorting company's record is evidence on step D3. Every evidence file added or removed is logged in the problem history — with file name and author.

Six categories, eleven causes.
Six excluded with evidence.



The diagram is drawn from a list — verified causes in bold, excluded ones struck through. The same image is in the customer report.



Edited as a list: category, text, status, sub-cause ("weak weld line" under "blocked vent"), photos on a cause.

What was ruled out

CAUSE	EVIDENCE
PA66 GF30 moisture	measured 0.12% (req. < 0.20%)
New granulate lot	same lot as before 28 Sep
Mould temperature	process log within the window
New operator	defect on every shift
Hall humidity	defect mid-week as well

Verified: blocked vent in cavity 3, a mould maintenance card without vent cleaning, and a vision system that does not check the latch.

15 OCT D4 — 5 WHY

Why it occurred
and why it reached the customer

OCCURRENCE

1 weak weld line at the latch root

2 gas in cavity 3, short fill where flows meet

3 the vent is blocked with deposits

4 vents were not cleaned during the 28 Sep maintenance

Root cause the F-206 maintenance card does not include vent cleaning

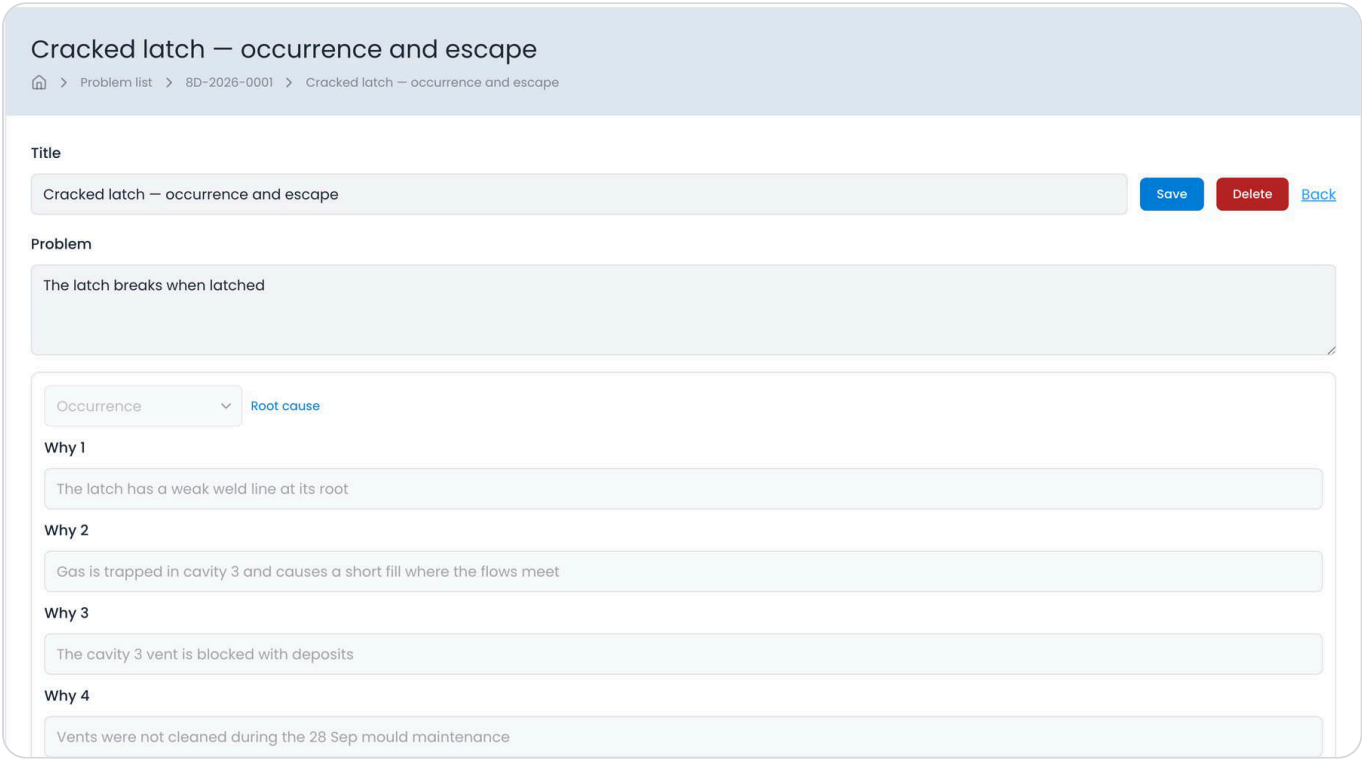
ESCAPE

1 final inspection let cracked latches through

2 the vision system only checks pins and dimensions

3 the latch is not a special characteristic in the control plan

Root cause PFMEA rated the risk as low — no defect history



5 Why analysis with two chains. Each marked as a root cause — with a kind and a 6M category.

The 8D gate

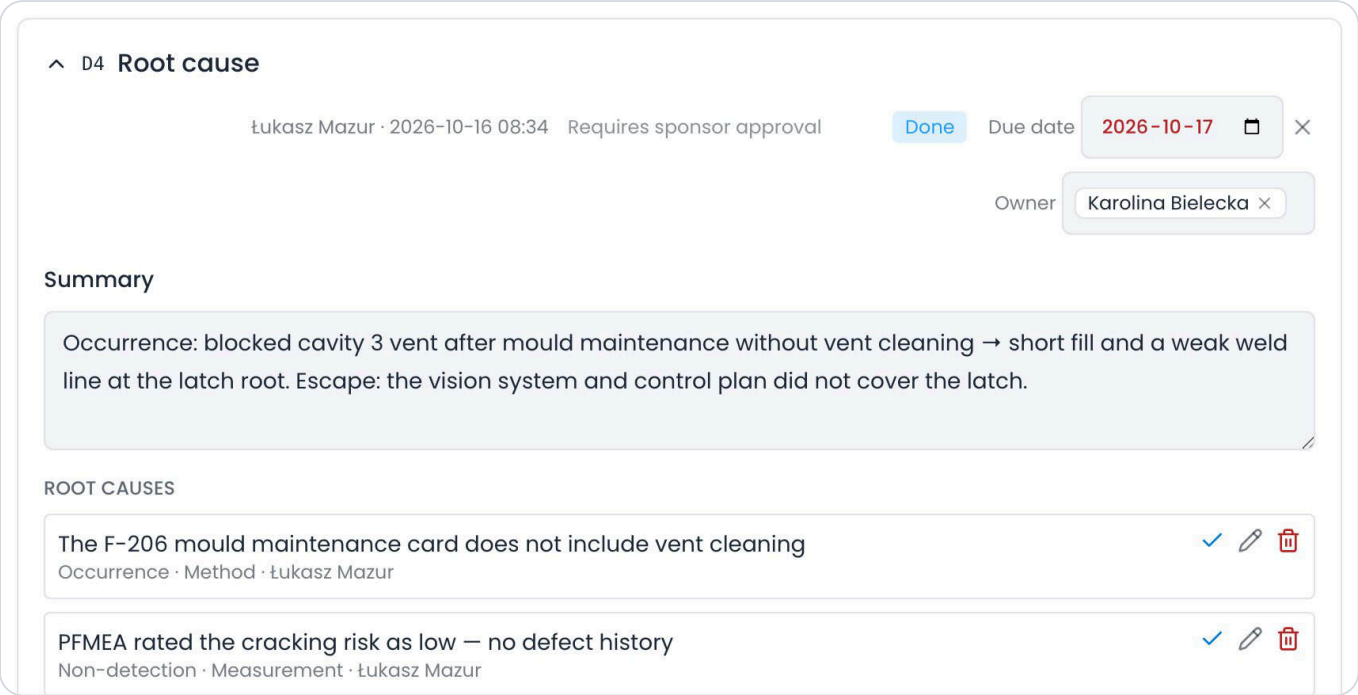
An 8D will not close without a verified cause of **occurrence and escape**. OEM customers require it — the system enforces it instead of relying on the team's memory.

- Analysis is a draft: edit it, add chains, delete it.
- The root cause is the result: it has verification evidence and an author.
- A corrective action must point to the cause it removes.

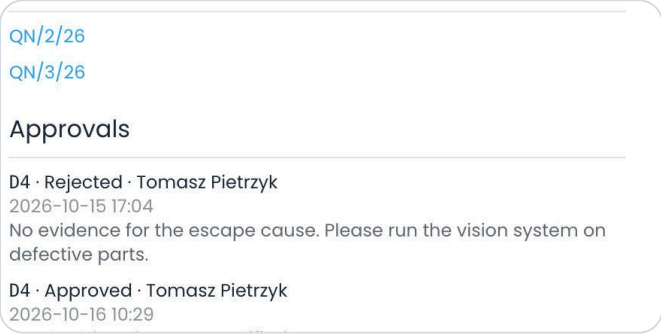
Evidence in D4

Mould inspection with vent photos, granulate moisture measurement, vision system trial on 50 defective parts.

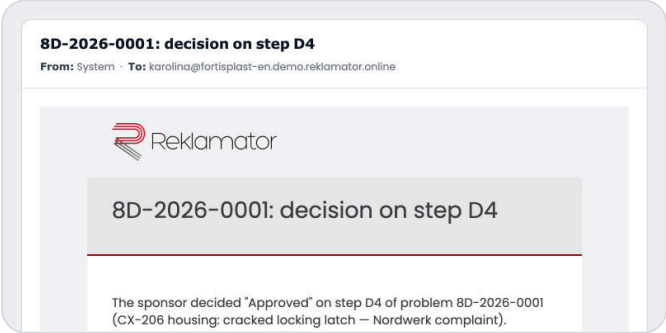
The sponsor rejects D4.
A day later: approved.



D4 approved — summary, two verified causes, Ishikawa and 5 Why, three pieces of evidence. The padlock: the step is locked, only the sponsor can unlock it.



Approvals: the rejection with a comment and the approval — both stay in the history and the report.



The step owner gets the sponsor's decision by email.

A person, not a role

Only the sponsor named on the problem approves. In 8D the owner cannot be the sponsor.

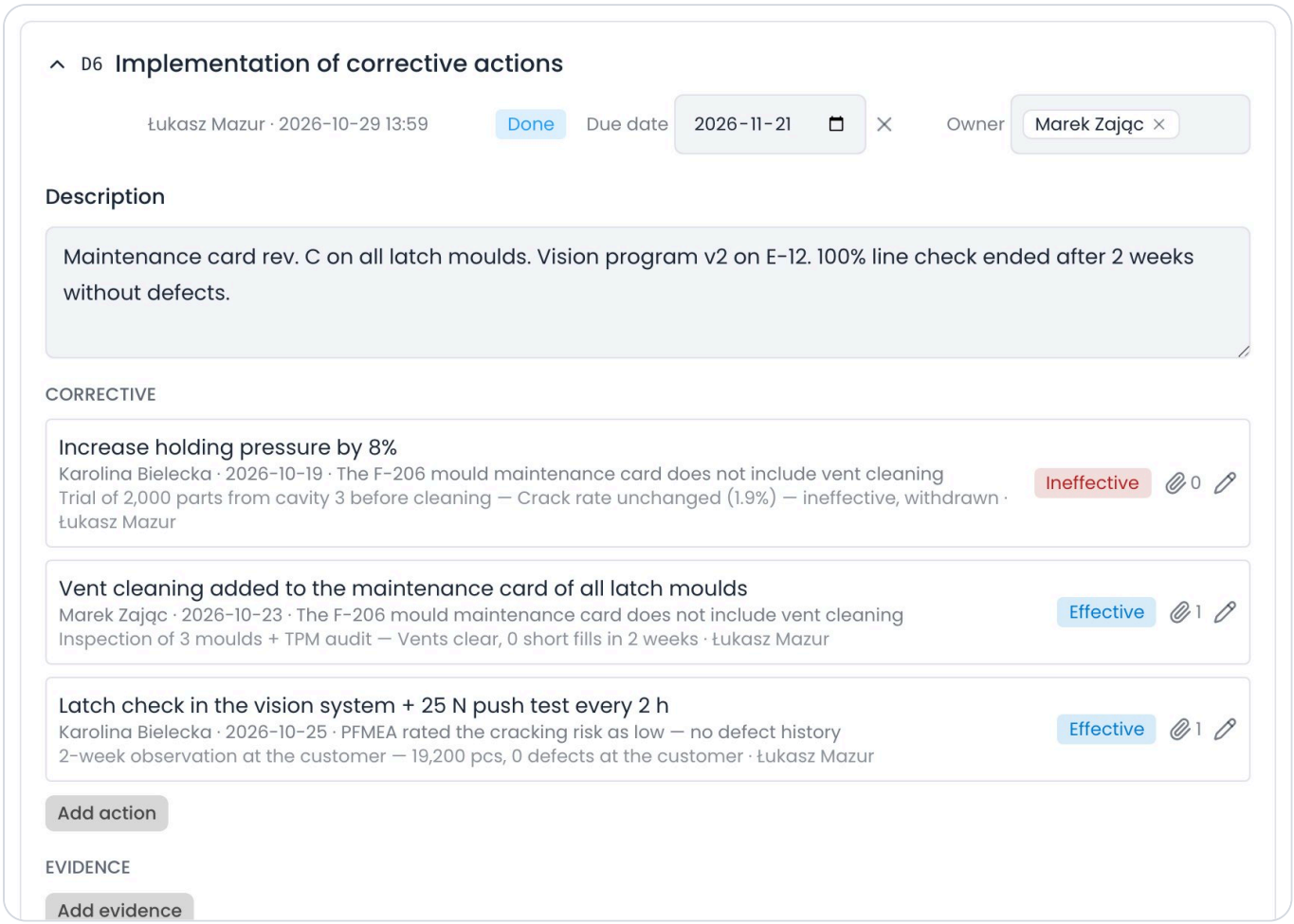
The content they saw

If someone changes the step after the sponsor opened it, the decision will not go through without a refresh.

A day before the deadline

D4 approved on 16 Oct with a deadline of 17 Oct. The sponsor sees steps awaiting decision in a dedicated list view.

The first action did not work.
It stays in the 8D as evidence.



CORRECTIVE ACTION	WHO	VERIFICATION	RESULT
Holding pressure +8% — quick process correction	process engineer	trial of 2,000 pcs from cavity 3	Ineffective crack rate unchanged (1.9%)
Vent cleaning added to the maintenance card of all latch moulds	maintenance	inspection of 3 moulds + TPM audit	Effective 0 short fills
Latch check in the vision system + 25 N push test every 2 h	process engineer	observation at the customer	Effective 19,200 pcs, 0 defects

Ineffective is visible

OEM customers like to ask what else was tried. The answer is in the report: the trial, the numbers, the decision to withdraw it.

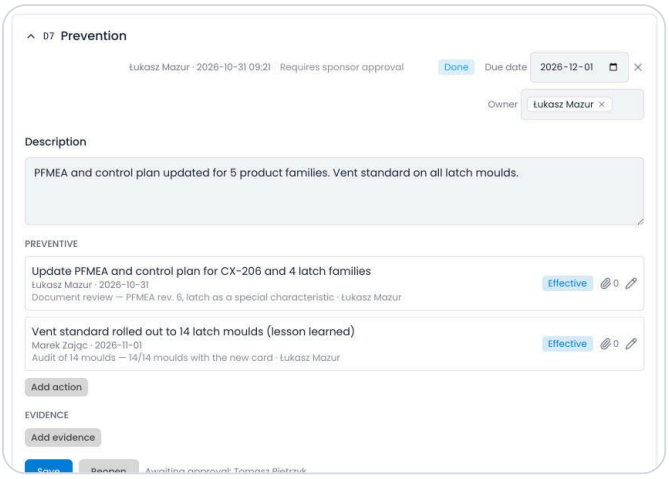
Evidence on the action

Mould maintenance card rev. C and vision program v2 validation: 50/50 defective rejected, 0 false rejects in 1,000.

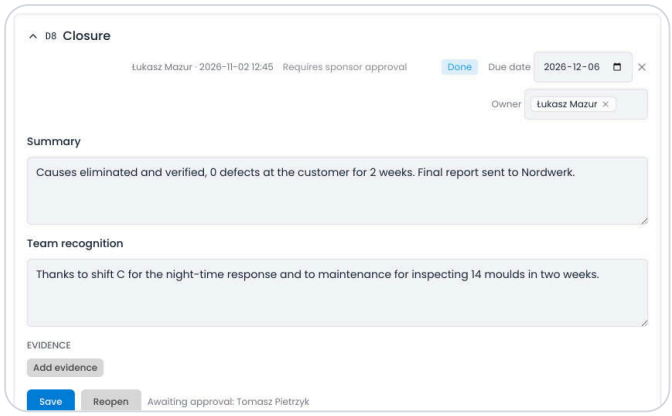
The owner knows

Maintenance and the process engineer get an email when an action is assigned, and overdue ones go into the morning reminder.

A lesson for 14 moulds.
Approving D8 closes the 8D.



D7: PFMEA and control plan for five product families with latches, vent standard on 14 moulds. Approved by the sponsor on 31 Oct.



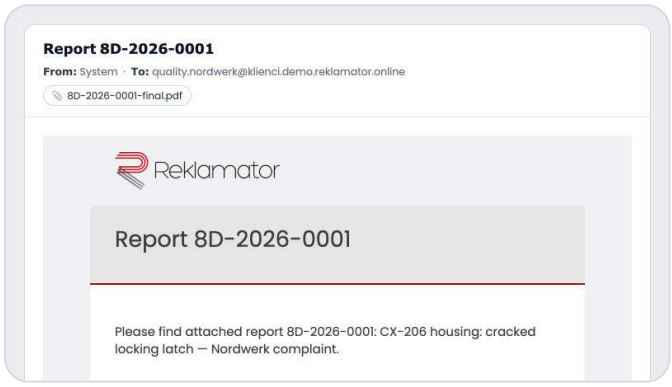
D8: summary and thanks to the team — they go into the report too.

The closure gate

Approving D8 closes the 8D only when:

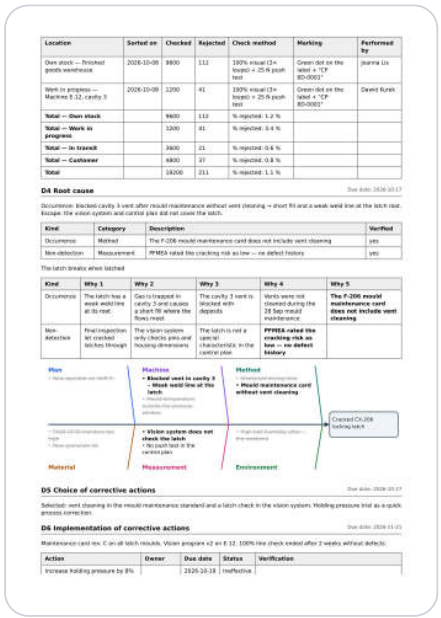
- steps D3, D5, D6 are done, and D4 and D7 are approved,
- the occurrence **and** escape causes are verified,
- at least one corrective action is effective,
- no action is still open.

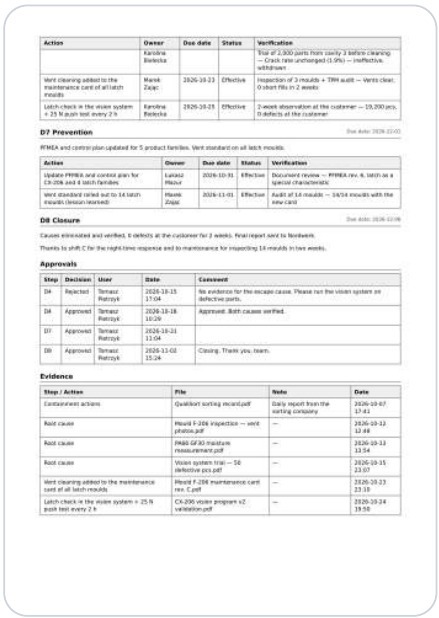
Otherwise the sponsor gets a list of what is missing, and the D8 approval is rolled back.



The final report to Nordwerk, SQE in copy — PDF attached, entry in the history.

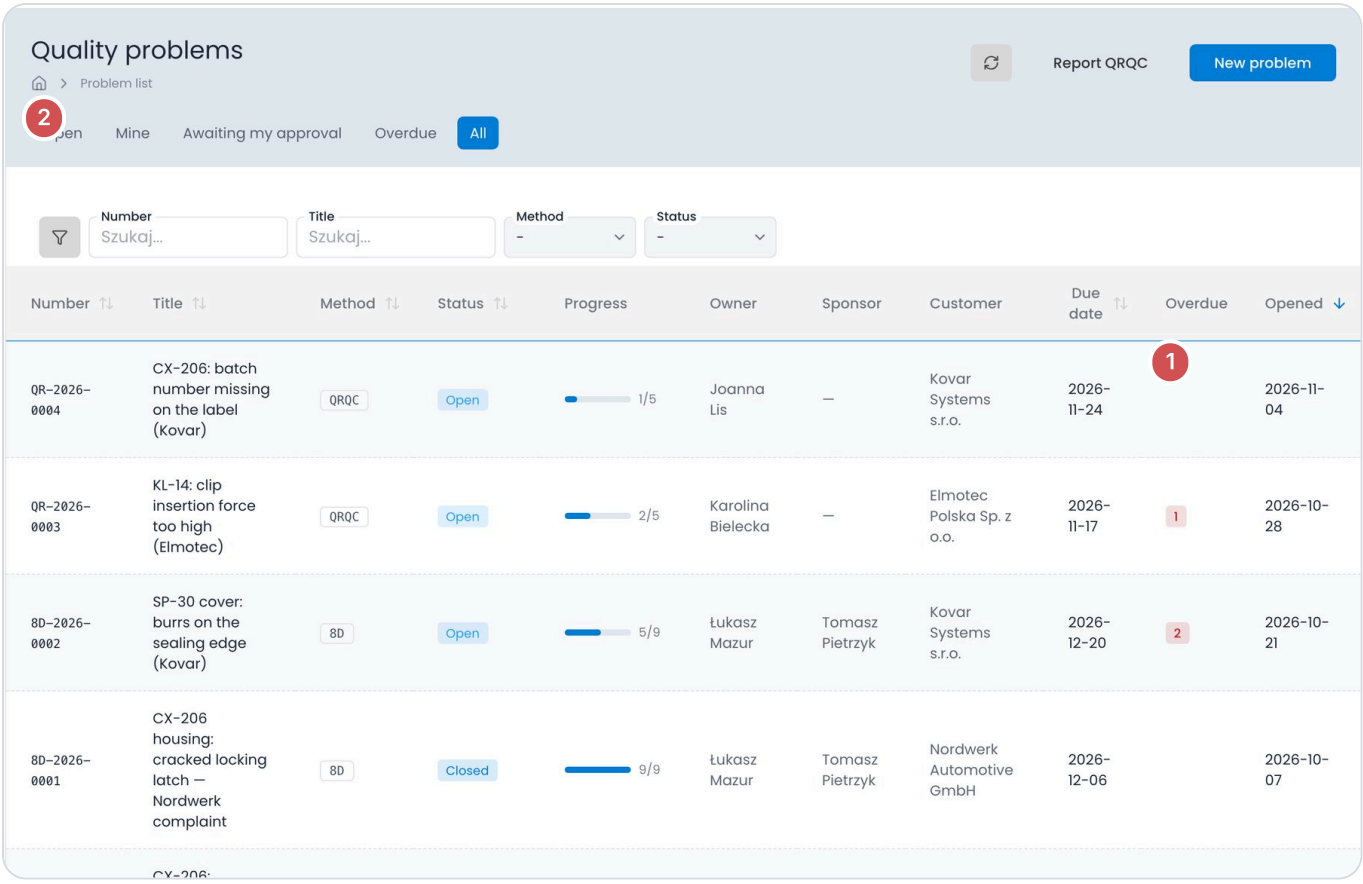






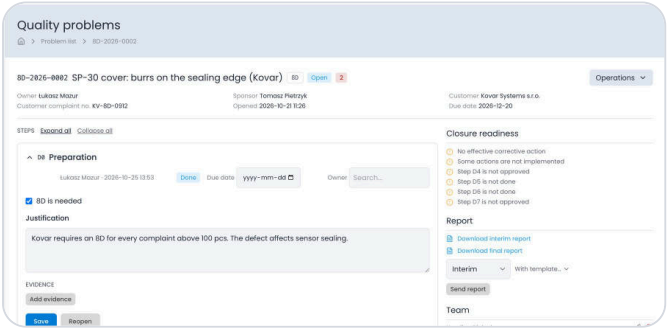
Final report, three pages: team, D2–D8, sorting with totals, Ishikawa, 5 Why, actions with verification, approvals, evidence.

Meanwhile, five other problems

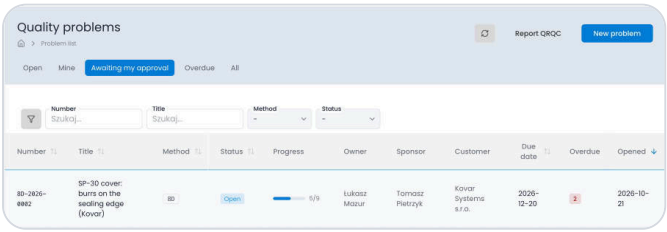


1 8D-2026-0002 for Kovar: two overdue steps

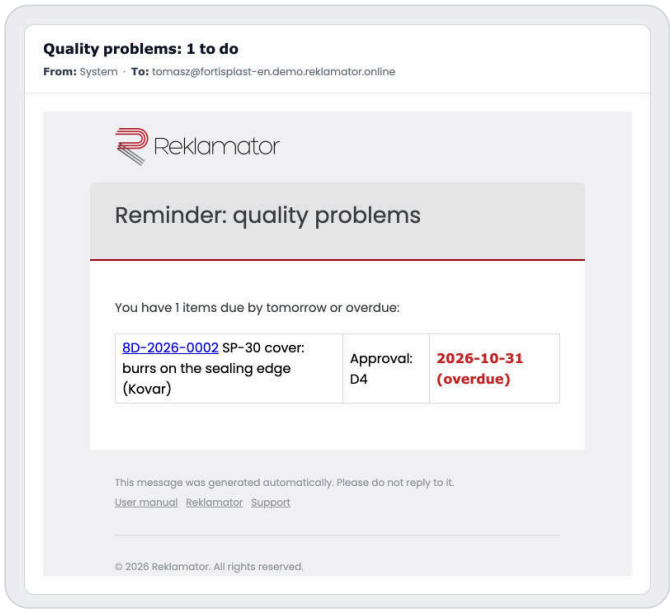
2 the "Awaiting my approval" view for the sponsor



8D-2026-0002 through the sponsor's eyes: D4 awaiting a decision, and on the right "Ready to close" — what is still missing.



The sponsor's list: only what needs their signature.



Morning reminder — one email a day from 7:00: overdue steps and actions, plus those due today and tomorrow, with a link to the problem.

RESULT

The same team, no spreadsheet, no chasing people

BEFORE	WITH THE QUALITY MODULE	RESULT
A night call, a note on paper.	QRQC from a phone, stock block as an action with an owner.	→ **Response in minutes**, a trail from the first moment.
8D in a spreadsheet going round by email.	One record, steps in parallel, a version for every step.	→ **One truth** for the whole team.
Sorting in three files.	A register in D3 with totals and clean point marking.	→ **Interim report in 20 h.**
"Approved" in an email.	Sponsor decision in the system, locked step, history.	→ **Audits without digging.**
8D report assembled by hand.	PDF from the problem record, in the customer's format and language.	→ **Hours instead of days** per report.

20 h	9 days	27 days	0 defects
to the interim report (required: 24 h)	to an approved D4 (required: 10)	to 8D closure (required: 60)	at the customer after the actions

GETTING STARTED

1. **Permissions**
   Who sees all problems, who edits all, who sends reports.
   APPROX. 15 MIN
2. **Deadlines**
   Days for D3–D8 from your customers' quality agreements.
   APPROX. 10 MIN
3. **Report**
   A template in your customer's format, logo, language.
   APPROX. 1 HOUR
4. **First 8D**
   From a customer complaint or by escalating a QRQC.
   RIGHT AWAY

BUSINESS + QUALITY ADD-ON — THIS COMPANY

OEM complaints and 8D in one place

Up to 50 users, complaints with rules, forms and integrations, quality problems with reports, reminders, many languages.

- Reklamator guides the method and checks completeness. The requirements of the standard and the quality agreement are interpreted by your quality team — you set deadlines and the report template accordingly.
- Demo data is fictitious; the screens come from the live system.

A DEMO ON YOUR 8D

Bring your last OEM complaint. We will take it from D0 to D8.

30 minutes, with a report in your customer's format.

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