

## The Eight Disciplines (8D) Report

- The following report will be used to document the correction and prevention measures associated with an issue raised on the learning log.
- The report will be owned by the quality team but will require input from relevant people in order to complete.

### Team

*List the people with the product/process knowledge who are required to take part in the 8D process.*

- Lorcan Kent
- Sean O'Brien
- Harry Nuzum
- Colm Whelan

### Problem Definition

*Define the actual (not perceived) issue. What? When? Where? Why? Who? How many?*

Two manholes fitted in the material preparation area and sent to a fabrication bay. Each manhole is fixed in place on site by four fixing bolts. The manhole did not have the 4 holes laser cut in them to allow for the fixing bolts.

## **Short-Term Containment Actions**

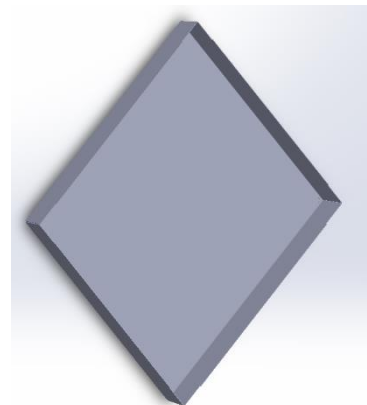
*Implement a fix for the immediate issue. The goal here is to prevent a defective product reaching the next step in the process and ultimately the customer.*

The fabricator will manually drill the holes in the manhole tray to allow for the fixing bolts.

## **Determine Root Cause**

*Accurately determine the root cause of the issue*

The engineer did not know that holes were required in Engineer did not receive appropriate training in relation to manipulating step files in SolidWorks to prepare them for laser programming.



## **Identify Permanent Corrective Action**

*What needs to be done to eliminate the problem.*

- 1) An engineering change order needs to be placed on the drawing to ensure it is not released to production at a later date.
- 2) A standardised training program:
  - To teach engineers how to prepare drawing files for laser programming.
  - To teach engineers about the technical details of the product they are working on.

## **Implement and Validate Corrective Action**

*Measure and monitor the result after the corrective action*

**To be done**

## **Prevent Reoccurrence**

*Can this happen across similar products/processes*

This is not a standard product. It is a bespoke manhole where the dimensions were configured to suit customer requirements. This issue is confined to this manhole with no risk to similar products or processes.

## **Recognition for the Team and Communicate Results**

*Congratulate team and communicate results to the relevant people.*

**To be done**

## Relevant Pictures

