MASTER QUALITY TOOLS

EIGHT DISCIPLINES (8D)



CELEBRATING ASQ WORLD QUALITY MONTH

WHAT IS THE EIGHT DISCIPLINES (8D) MODEL?

The eight disciplines (8D) model is a problem-solving approach commonly used in the auto industry, but it also has been applied successfully in healthcare, retail, finance, government, and manufacturing. The model is used to identify, correct, and eliminate problems, making it useful in product and process improvement.

The 8D model establishes a permanent corrective action based on statistical analysis of the problem and focuses on the problem's origin by determining its root causes. The model consists of eight steps (or disciplines) named D1 through D8. Some organizations include an initial planning stage—D0.

HOW TO USE THE 8D APPROACH

Implementing 8D involves a series of disciplined steps that build on each other to ensure a problem's thorough resolution.

- **D0: Plan** - Plan for solving the problem and determine the prerequisites.
- **D1**: **Establish a team** - Select a team with product/process knowledge.
- **D2**: **Define and describe the problem** - Define and describe the problem—Specify the problem by identifying in quantifiable terms the who, what, where, when, why, how, and how many (5W2H) of the problem.
- **D3**: **Develop and execute an interim containment plan** - Define and implement containment actions to isolate the problem.
- **D4**: **Determine, identify, and verify root causes** - Identify all applicable causes that could explain why the problem occurred. Also identify why the problem went unnoticed when it occurred. All causes should be verified or proved, not determined by fuzzy brainstorming. Five whys and cause and effect diagrams can be used to map causes against the identified effect or problem.
- **D5**: **Choose and verify permanent corrections** - Identify the corrective action and, through preproduction programs, quantitatively confirm the selected correction will resolve the problem.
- **D6**: **Implement and validate corrective actions** - Implement the selected corrective action and verify its effectiveness.
- **D7**: **Take preventive measures** - Modify the management systems, operation systems, practices, and procedures to prevent recurrence of this as well as all similar problems.
- **D8**: **Congratulate your team** - Recognize the team's collective efforts. The team must be thanked formally by the organization.

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5 WAYS TO LEARN MORE!

Celebrate 80 years of ASQ with the 8D Model!

1. Listen to this popular podcast: **An 8D-Based Process for Problem-Solving.** You will learn how to form an effective problem-solving team, use tools like Ishikawa diagrams and the Five Whys for root cause analysis, and ultimately, how to implement permanent corrective actions, ensuring quality and efficiency in your processes.
2. Enjoy these great articles:
   - o **A Fundamental FMEA Flaw**
   - o **It's All in the Approach**
   - o **ISO 9001:2026**
3. Join the **myASQ Community**: Members can create new communities to generate new discussions and connections, and anyone can join online communities to reach a broader audience of quality professionals and practitioners – anytime, anywhere.
4. Earn **an ASQ Certification**: an opportunity to learn quality tools & concepts and gain a credential that can increase your earning potential and help grow your career.
5. Check out our **Eight Disciplines landing page** for more details and **download this 8D report template** to use during your next problem-solving project.

DOWNLOAD THE TEMPLATE