B/S/H/

8D-Report

The 8D report is created in case of serious defects in your products to determine the root causes and to initiate appropriate corrective actions. Please analyze the root causes and define the related measures that will prevent the recurrence of the problem. You will receive the 8D report as an Adobe Interactive file by mail. Please complete this form and return it to us. In addition, we will send you as an attachment tools for editing an 8D report. These attachments are described at the end of this manual. Please only use our form with the latest status date.

8D 报告是在您的产品出现严重缺陷的情况下创建的，以确定根本原因并启动适当的纠正措施。请分析出根本原因，并制定相关措施以防止问题再次发生。您将通过邮件收到一份 Adobe 格式的 8D 报告，请填妥此表格后发回给 BSH。另外，我们会将 8D 报告的编辑工具作为附件发给您，这些附件在本手册的末尾进行了描述。请使用 BSH 最新日期的表格。

In this document, we provide instructions how to fill the 8D report and send back to us.

在本文档中，提供了如何填写 8D 报告和发回的说明。

1. Page

The first page contains the cover sheet. You can find the reference number and our status date in the header of the 8D-report.

第一页包含封面页。您可以在 8d 报告的标题中找到参考编号和报告的最新状态日期。

You can use the yellow buttons for switching to the relevant sections of 8D-report.
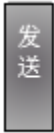
您可以使用黄色按钮切换到 8d 报告的相关部分。

The following functions can be executed with the gray buttons:

使用灰色按钮可以执行以下功能:

You can send the filled form back to BSH by pushing the button "Send". In the following pop up you can choose your standard email-application (the complaint number is automatically transferred to the subject). Please ensure that the complaint number is always part of the subject to support us in the assignment of the complaint.

您可以按"发送"按钮将填写好的表格发送回 BSH。在接下来的弹出窗口中，您可以选择您的标准电子邮件应用程序(投诉号码自动转移到主题)。请 确保投诉编号始终是主题的一部分，以支持 BSH 处理上传报告。
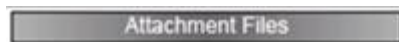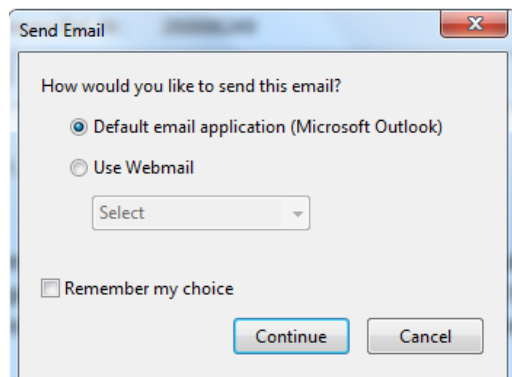
Attach files to the 8D-report.

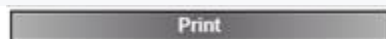将附件添加到 8D 报告中。

You can choose a file from your file directory and attach it to the 8D-report.

您可以从文件目录中选择一个文件，并将其添加到 8D-report。

You find the attachment on the last page.

您可以在最后一页找到附件。

You can print the 8D-report with print control pop up.

您可以使用打印按钮来打印 8D 报告。

2. Page

You can find the information of our complaint in the section "Header Data", e.g. material number and contact person.

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您可以在"标题数据"部分找到 BSH 投诉的信息，例如物料编号和联系人。

Header Data				
8D-Title:	Return Delivery	Reported By:	Alexander ▓▓▓	
Product:	Power ▓▓▓▓▓▓▓▓▓▓▓gn	Material No.:	9001▓▓▓6	
Supplier Part Number:		Manufacturing Plant:	5031	BSH Hausgeräte GmbH / Postfach 11 67 / 89401 Dillingen/Donau
Supplier:	▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓			
Contact person Cust.:	Bernhard ▓▓▓▓	Telephone:	+4990715▓▓▓▓	
Business Address:	BSH Hausgeraete GmbH / PO Box 83 01 01 / 81701 Muenchen	Fax:	+4990715.▓▓▓	
Email:	Bernhard ▓▓▓▓@BSHG.COM			
Ref.No.:	8004206121 Notification: 309999208	DelivChrg:		

抬头数据				
8D-标题:	返工	报告人:	Yado▓▓▓▓	
产品:	控制▓▓▓▓▓▓	物料号:	9001▓▓▓	
供应商物料编号:		制造工厂:	5534	博西华电器（江苏）有限公司 / 新港经济技术开发区尧新大道208号 / 210046 江苏省南京市 江苏
供应商:	▓▓▓▓▓▓▓▓▓▓▓▓旬京经济技术开发			
客户联系人:	Weiwei Meng	电话:	+8625▓▓▓▓	
地址:	BSH Electrical Appliances / SiemensRoad1 / 210005 Nanjing Jiangsu	传真:		
邮箱:	Weiwei.Meng@BSHG.COM			
参考编号:	质量通知单: 320814072	DelivChrg:		

Following the 8D-sections are listed that needs to be completed by you. Please inform us about the root causes of your defects and the corrective actions you have defined. You have to fill the blue text fields. The gray colored text fields contain our information, or information from a previous report.

以下列出的 8D 部分需要您完成。请告知缺陷的根本原因和你们已经确定的纠正措施。您必须填充蓝色文本字段。灰色的文本字段包含 BSH 的信息，或者来自上一个报告的信息。

Basic help for creating an 8D report is available for download on the BSH homepage:

创建 8D 报告的基本帮助可从 BSH 主页下载:

https://ocp.bsh-group.com/en/documents#section-quality

Rubric: 标题

➔ Supplier Enabling Supporting Documents

供应商支持文件

➔ „Problem Solving with 8D-Systematic"

用 8D -系统解决问题

B/S/H/

D1 Problem Solving Team　　问题解决团队

Enter your contact person into the section „Supplier Team". You can add or remove entries with the buttons ore .

在"供应商团队"一栏输入您的联系人。您可以使用按钮添加 或删除 条目。

D1　Problem Solving Team

Problem solving team can consist of members of all involved parties.

Sponsor:	Heiko Jaecklin	
Customer Team First name:	Last name:	Email:

Team Leader Supplier First name	Last name:	Email:
Heinrich	Müller-Schneider	h.mueller@lieferant.com
Team Members		
Brigitte	Meier	b.maier@lieferant.com
Franz	Huber	f.huber@lieferant.com

D1　问题解决团队

问题解决团队可以由所有相关方的成员组成。

倡议者：	Qingyang Wang	
客户团队名字：	姓：	电子邮件：

供应商团队负责人名字	姓：	电子邮件：
团队成员		

D2 Problem Description　　问题描述

Our failure description is entered in the gray fields.　灰色区域内是 BSH 的缺陷描述

- Customer Description　　供应商描述
- Longtext　　　长文本
- Defect type　　缺陷类型
- Defect Location　　缺陷位置

You can`t change these entries.

以上这些信息您不能更改。

You can enter your description of the defect into the text field „Supplier description". If you want to enter more text, you can use the second long text field.

您可以在"供应商描述"文本框中输入您对缺陷的描述。如果您想输入更多文本，可以使用第二个长文本字段。

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D2   Problem Description:

For analysis the template "IS/ISNOT" can be used.

Customer Description	Test 27092022		
Defect Type:	Inscripti███iissing	Defect Location:	Ma█████
Longtext			
Compl. Qty.:	2	PC	
Accept. Qty.:	2		
Supplier description:			
Longtext			
Manufacturing Date:			

D2   问题描述：

可以使用模板"是/不是"分析

客户描述	8D_排█████		
缺陷类型：	渗█████	缺陷位置：	█████
长文本			
拖怨数量：	1	PC	
接受数量：	1		
供应商描述：			
长文本			
生产日期：			

Please provide us the following information about the claimed components:

请提供以下有关投诉部件的信息:

- Please inform us about the actual quantity of the defective components. This quantity will be stored in our QM system for key figure calculation.
  请告知缺陷部件的实际数量。这个数量将存储在 BSH 的 QM 系统中，用于关键指标的计算。

- Please enter your description of the defect.
  请输入您对缺陷的描述。

- The blue fields are reserved for your input.
  蓝色字段是为您的输入保留的。

- For problem description / problem determination the tool "IS/ISNOT" is suitable.
  "IS/ISNOT"是对于问题描述/问题确定的合适工具。

  ➜ See attachment
    详见附件

B/S/H/

D3 Containment Actions   围堵措施

Inform us about your immediate action, which lead to the immediate elimination of the error. We expect your feedback within 48 hours.

请告知你们采取的紧急措施，以快速消除缺陷。BSH 希望在 48 小时内得到您的反馈。

A catalog for entries is available for the field „Description".

"描述"字段有一个条目目录

You can enter more information for the action into the field „Longtext"

您可以在"长文本"字段中输入操作的更多信息

You can add or remove actions with the buttons 🔲 or 🔲 .

您可以使用按钮添加 🔲 或删除 🔲 操作

D4 Root Cause Analysis   根本原因分析

In this section, please enter the root causes for the complaint. The four main causes should be listed here. We expect your feedback within 14 days.

在本节中，请输入故障的根本原因。这里需要罗列出四个根本原因。BSH 希望您在 14 天内反馈。

- Technical root cause(s) (TRC) "why could the failure occur?"
  技术根本原因(TRC)"为什么会发生故障？"
- Technical root cause(s) (TRC) "why the failure has not been detected?"
  技术根本原因(TRC)"为什么没有检测到故障？"
- Managerial root cause(s) (MRC) "why could the failure occur?"
  管理根本原因(MRC)"为什么会发生故障？"
- Managerial root cause(s) (MRC) "why the failure has not been detected?"
  管理根本原因(MRC)"为什么没有检测到故障？"

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D4 Root Cause Analysis:

Report root cause analysis within 14 days.For analyzing the templates "Ishikawa" and "5Why" (attachment) can be used.

Description:	1. Root cause(s) (TRC) - Occurence
Longtext	
Contribution %:	
Description:	2. Root cause(s) (TRC) - Non detection
Longtext	
Contribution %:	
Description:	3. Root cause(s) (MRC) - Occurence
Longtext	
Contribution %:	
Description:	4. Root cause(s) (MRC) - Non detection
Longtext	
Contribution %:	

D4 根本原因分析：

在**14**天内报告根本原因分析。分析时，可以使用模板"鱼骨图"和"5Why"（附件）。

描述：	1. 根本原因（TRC）-发生
长文本	
贡献%：	
描述：	2. 根本原因（TRC）-未检测到
长文本	
贡献%：	
描述：	3. 根本原因（MRC）-发生
长文本	
贡献%：	
描述：	4. 根本原因（MRC）-未检测到
长文本	

You can enter more information for the cause into the field „Longtext""

您可以在"长文本"字段中输入更多关于原因的信息

You can add or remove causes with the buttons [icon] or [icon] .

您可以通过按钮添加[icon] 或删除[icon] 原因

Helpful tools for identifying these causes are:

识别这些原因的有用工具有:

- 5Why   5个为什么
- Ishikawa   鱼骨图

D5D6 Potential corrective actions and proof of effectiveness

潜在的纠正措施和有效性证明

In this section, please enter long-term corrective actions that permanently prevent the recurrence of the error. Here you should use the same systematics as in discipline 4. We expect your feedback within 60 days.

在此部分，请输入长期纠正措施，以防止错误的再次发生。在这里，您应该使用与第 4 项相同的系统分析方法。BSH 希望在 60 天内得到您的反馈。

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- Corrective action(s) for the Technical root cause(s) (TRC) – Occurrence
  针对技术根本原因(TRC)的纠正措施-发生

- Corrective action(s) for the Technical root cause(s) (TRC) - Non-Detection
  针对技术根本原因(TRC)的纠正措施-未检测出

- Corrective action(s) for the Managerial root cause(s) (MRC) – Occurrence
  针对管理根本原因(MRC)的纠正措施-发生

- Corrective action(s) for the Managerial root cause(s) (MRC) - Non-Detection
  针对管理根本原因(MRC)的纠正措施-未检测出

D5/D6 Introduction of Corrective Action(S) and Tracking of Effectiveness
Feedback within 60 days.

Description:	1. Corrective action(s) TRC – Occurrence
Longtext	
Verification:	Verification %:
Responsible:	Planned introduction on: Introduced on:
Description:	2. Corrective action(s) TRC - Non-Detect
Longtext	
Verification:	Verification %:
Responsible:	Planned introduction on: Introduced on:
Description:	3. Corrective action(s) MRC – Occurrence
Longtext	
Verification:	Verification %:
Responsible:	Planned introduction on: Introduced on:
Description:	4. Corrective action(s) MRC - Non-Detect
Longtext	
Verification:	Verification %:
Responsible:	Planned introduction on: Introduced on:

D5/D6 引入纠正措施（S）并跟踪有效性
60天内反馈。

描述：	1. 纠正措施TRC-发生
长文本	
验证：	验证%：
负责人：	计划引入时间： 介绍时间：
描述：	2, 纠正措施TRC-未检测到
长文本	
验证：	验证%：
负责人：	计划引入时间： 介绍时间：
描述：	3. 纠正措施MRC-发生
长文本	
验证：	验证%：
负责人：	计划引入时间： 介绍时间：
描述：	4. 纠正措施MRC-未检测到
长文本	
验证：	验证%：
负责人：	计划引入时间： 介绍时间：

You can enter more information for the permanent action into the field „Longtext".

您可以在"长文本"字段中输入更多信息，此输入可永久操作。

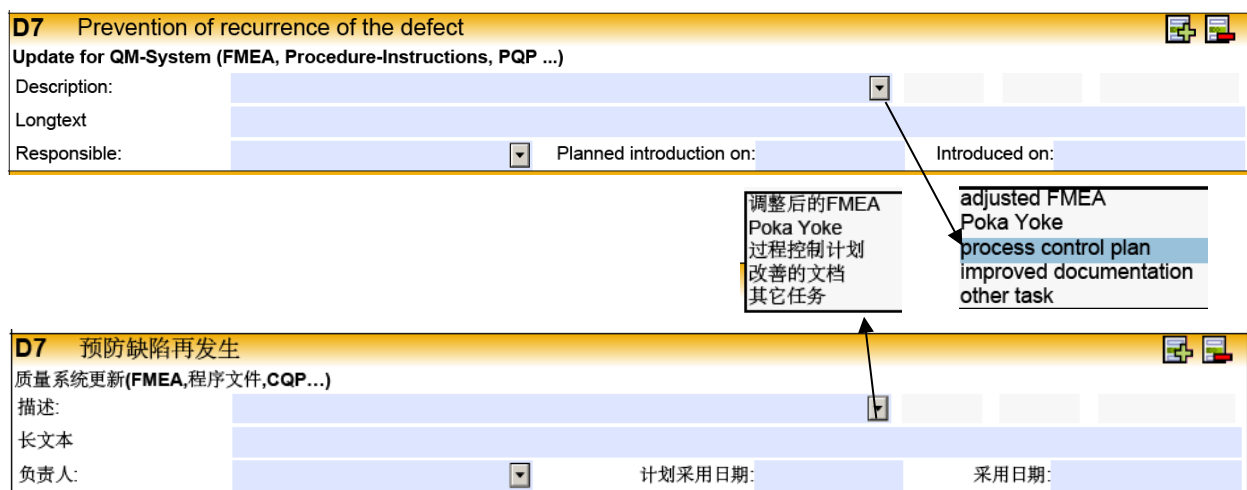You can add or remove entries with the buttons or .

您可以使用按钮添加 或删除 条目。

D7 Prevention of reccurence of the defect   防止缺陷的再次发生

Here you should enter the preventive actions:

您应该在这里输入预防措施

- Ensure that the defined measures are implemented
  确保定义的措施得到实施
- Transfer the findings to other processes
  将发现拓展到其他过程
- "Lessons Learned"
  经验教训

D8 Closure   关闭

In this section, the participants of the final discussion, and the result of the self-assessment are entered. At the start of the 8D report you have to define a final date until when the 8D report is completed.

在这一部分中，输入最终讨论的参与者和自我评估的结果。在 8D 报告的开始，您必须定义一个最终日期，直到 8D 报告完成。

B/S/H/

<table>
<tr><td colspan="3">D8   Closure</td></tr>
<tr><td>Participant First name:</td><td>Last name:</td><td>Email:</td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td colspan="3">Result:</td></tr>
<tr><td colspan="3">Accomplished at:</td></tr>
</table>

<table>
<tr><td colspan="3">D8   关闭</td></tr>
<tr><td>参加者名字:</td><td>姓:</td><td>邮箱:</td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td colspan="3">结论:</td></tr>
<tr><td colspan="3">完成于:</td></tr>
</table>

4. Page

We are able to send files attached to the 8D report for further information. You can open the files with the Button [View] after you have marked the file in the blue colored box.

BSH 在 8D 报告中会上传附件以提供更多的信息。您可以使用"查看"按钮打开附件。

https://media3.bsh-group.com/Documents/18207205_Attachment_Supplier_8D.xls: [View] [1] [Del]

Link-GUID	Form type	Doc Name	Doc Value	Delete on DB	NEW ATT
	application/vnd. openxmlformats-officedocument. spreadsheetml.shee etml.shee	https://media3.bsh-group.com/Documents/18207205_Attachment_Supplier_8D.xlsx	https://media3.bsh-group.com/Documents/18207205_Attachment_Supplier_8D.xlsx		

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18207205_Attachment_Supplier_8D.xlsx

查看 | 1 | 删除

链接GUID	表单类型	文档名称	文档内容	数据库中删除	新的ATT
	application/ vnd. openxmlfor mats- officedocu ment. spreadshe etml.shee	18207205_Attachment_ Supplier_8D.xlsx	18207205_Attachment_Sup plier_8D.xlsx		

However, you can also edit the files by using the additional functions of your PDF reader.
当然，您也可以使用PDF阅读器的附加功能来编辑这些文件。

➔   see next page   见下页

More information / troubleshooting: 更多信息 / 解答

For viewing / editing, you need a PDF reader. These can usually be obtained and installed free of charge. If there are problems with the attachment, or the print function, then these functions can be executed directly with the PDF Reader. Here is an example from a well-known PDF Reader:

为了查看/编辑，您需要一个 PDF 阅读器。这些通常可以免费获得和安装。如果附件或打印功能有问题，您可以直接使用 PDF 阅读器执行。下面是一个来自 PDF 阅读器的例子:

File functions (attachment): 文件功能（附件）
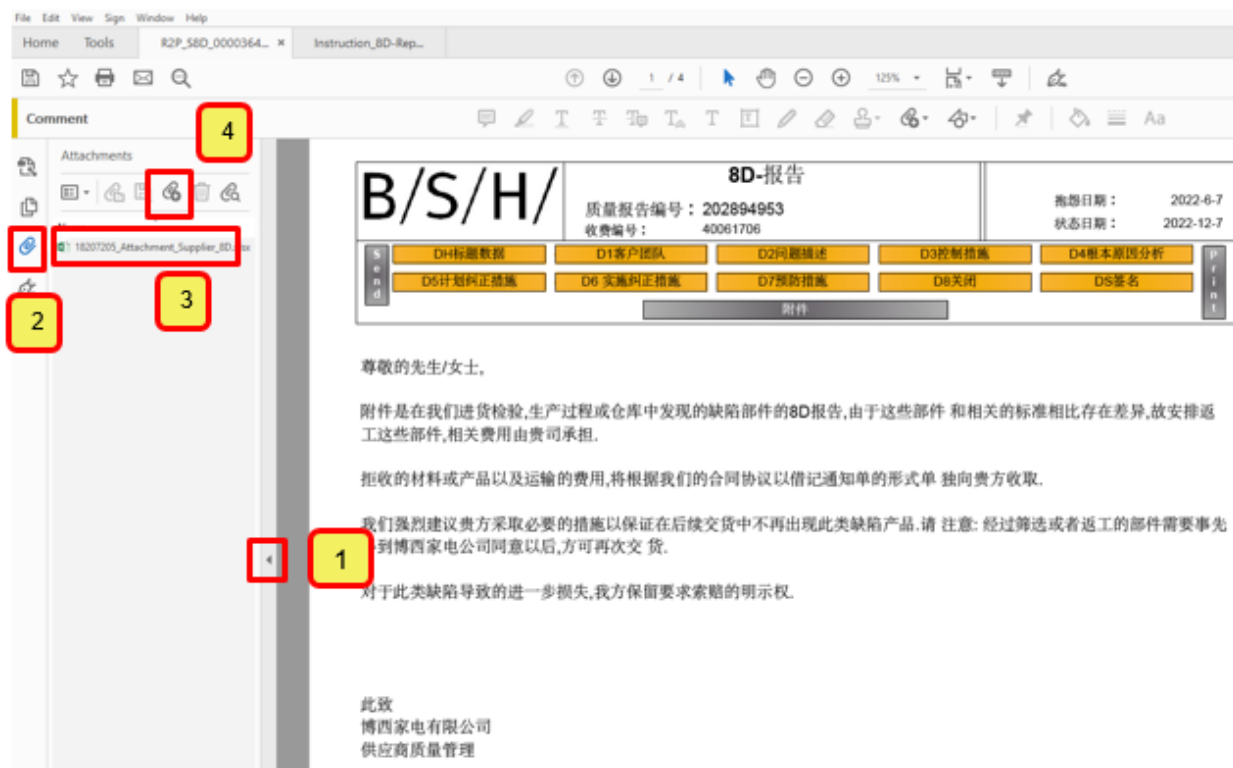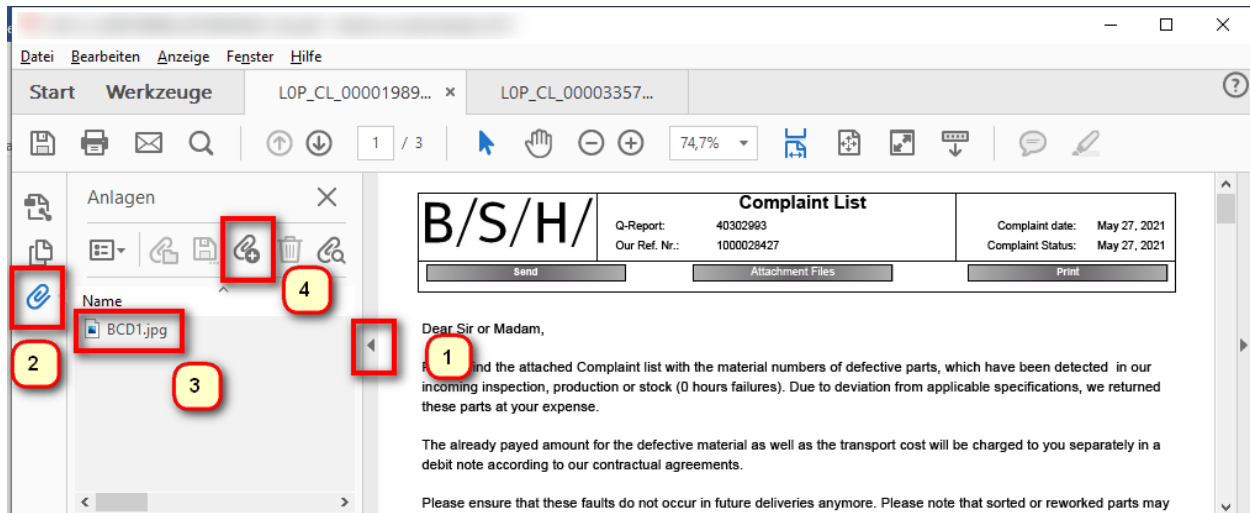
1. open additional functions   打开附加的功能
2. click attachments (paper clip)   点击附件（纸夹）
3. double click file (open) or   双击文件（打开）
4. attach new file 增加新的附件

<u>Further functions:</u>

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- Print 打印
- Store 存储
- Send as mail 邮件发送