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| Quality Assurance | 8D – Report  |  |

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| **Supplier Data** | **Hilti Supplier Nr.:** | **Supplier Contact Person:** | **Date Report:** |
|       |       |       |
| **Supplier Name:** | Supplier Plant: | Supplier Complaint Nr.: | Version Report: |
| **xy** |       |       |       |

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| **Customer Data** | **Customer Nr.:** | **Customer Contact Person:** |  |
|       |       |  |
| **Customer Name:** | **Customer Reverence from:**      | Customer Complaint Nr.:      |  |
| **HILTI AG** |  |
| Distribution List Customer: |       |

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| **Item Data** | **Hilti Item Nr.:** | Supplier Item Nr.:  | Repair Order: |
|       |       |       |
| **Item Description:**      | Delivery Note Nr.: | Scope of Delivery Items (piece): | Invoice Number: |
|       |  |       |       |
| Production Lot / Charge: | Production Order: | **Drawing / Index / Rev. Level:** | Faulty Items: | Production Line: |
|       |       |       |       |       |  |  |  |

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| **Report Type:** | **4D [ ]**  | **8D** **[x]**  | **Note:** If in D3-D7 a line shows not the full text of description, with the line-tabs to the left of the document to broaden the line accordingly, so that the text is displayed in full. |  |  |  |  |  |  |
|  Scope: | D1-D4 | D1-D8 |  |  |  |  |  |  |

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| **D1 Establishing the Team:**  |
| Team Lead: | Department / Function: | E-Mail: | Phone Nr.: |
|       |  |       |       |
| Team: | Department / Function: | Team: | Department: |
|       |       |       |       |
|       |       |       |       |
| **D2 Problem/Defect Description:** |
|       |
| **D3 Containment Action(s):** | Implementation Date | Responsible Person(s) |
| 1      |       |       |
| 2      |       |       |
| 3      |       |       |
| 4      |       |       |
| 5      |       |       |
| **D4 Root Cause(s):** | Participation % |
| 1      |     % |
| 2      |     % |
| 3      |     % |
| 4      |     % |
| 5      |     % |
| **D5 Corrective Action(s)** Mid-/Long-term**:** | Date Planned | Responsible Person(s) |
| 1      |       |       |
| 2      |       |       |
| 3      |       |       |
| 4      |       |       |
| 5      |       |       |

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| **D6 Implemented Corrective Action(s):** | Date Achieved | Responsible Person(s) |
| 1      |       |       |
| 2      |       |       |
| 3      |       |       |
| 4      |       |       |
| 5      |       |       |
| **Effectiveness of the corrective action (s) checked:** | Date Achieved | Responsible Person(s) |
| 1      |       |       |
| 2      |       |       |
| 3      |       |       |
| 4      |       |       |
| 5      |       |       |
| **D7 Preventive Action(s)** **to Prevent a Recurrence of the Error:** | Date Achieved | Responsible Person(s) |
| **[ ]** Product FMEA tested and revised according to the new findings |       |       |
| **[ ]** QM system tested (procedures, work instructions) |       |       |
| **[ ]**       |       |       |
| **[ ]**       |       |       |
| **[ ]**       |       |       |
| **D8 Result Final Interview:** | **Date** | **Participants** |
|       |       |       |
| **[ ]  Confirmation by HILTI** |       |       |

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| **Other Documents:**       |
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| **Other Documents:**       |
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| **Photo Documentation:**       | **Photo Documentation:**       |
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| **Photo Documentation:**       | **Photo Documentation:**       |
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