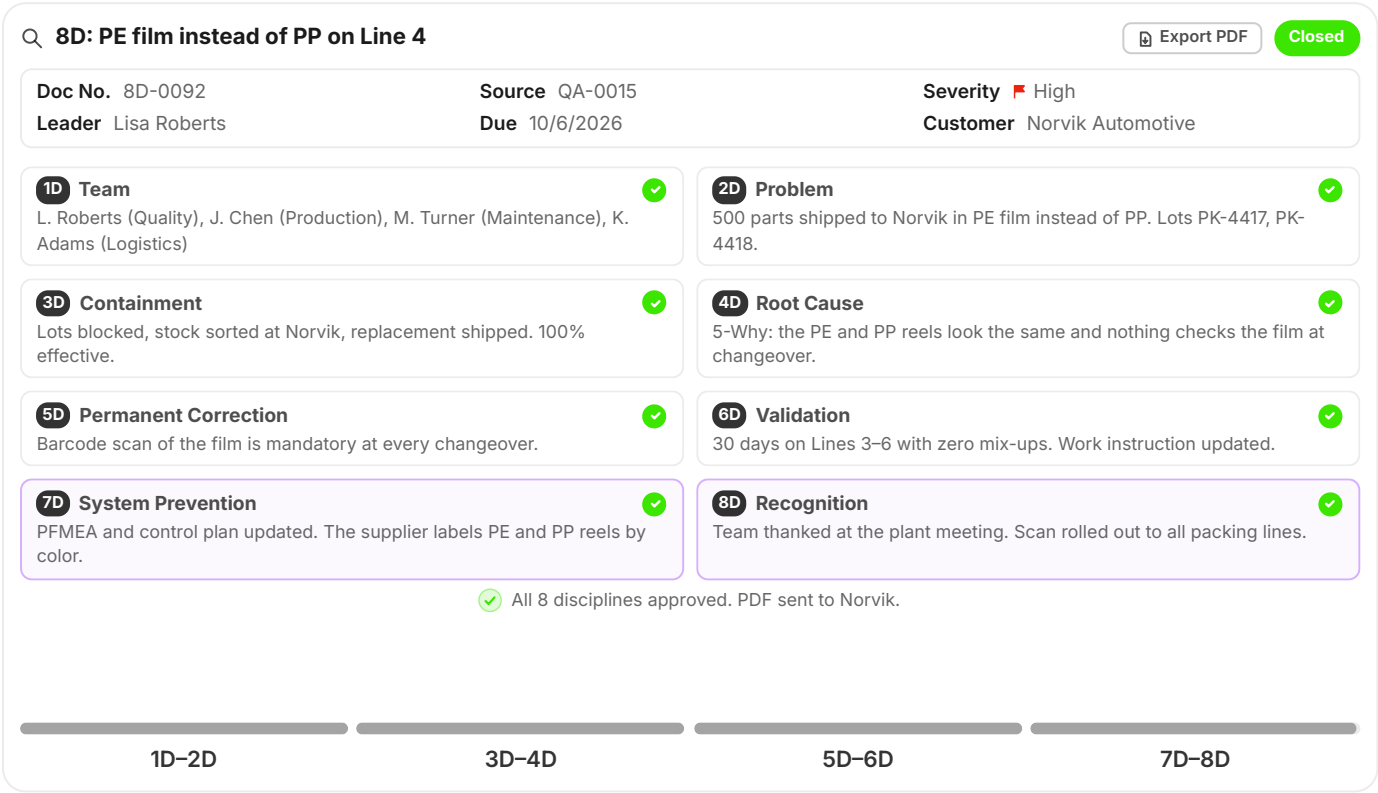
8D reports that prove it's fixed.

Structured problem-solving for customer-facing quality issues. From team formation to permanent corrective action, every step documented.



Customer complaints triggered chaos

A key customer reported a defect. Emails flew between departments. Someone started a Word document, someone else opened a different template. Three days later, the customer asked for a status update and you were still assembling the facts.

Now every response is structured

In TeamGuru all eight disciplines live in one report, each with a due date and an approval. Containment has an owner within hours, and the customer gets a PDF report under your logo instead of an email thread.

- **Guided 8D workflow**
- **Containment assigned in hours**
- **PDF report under your logo**
- **Every discipline dated and approved**

HOW IT WORKS

The same reel of film, answered to the customer in eight disciplines

1 Start from the alert, not from a blank page

Initiate 8D on the quality alert opens the report with the description carried over and the two documents linked. Start 8D & Inform Responsible then emails everyone who owns a discipline.

2 Every discipline has a date

Requested completion shows a due date for each of the eight disciplines, prefilled from your template (containment within a day, for example) or set on the report. Green is approved, red is still open. Anyone sees where the 8D stands.

3 Contain first, then find the real cause

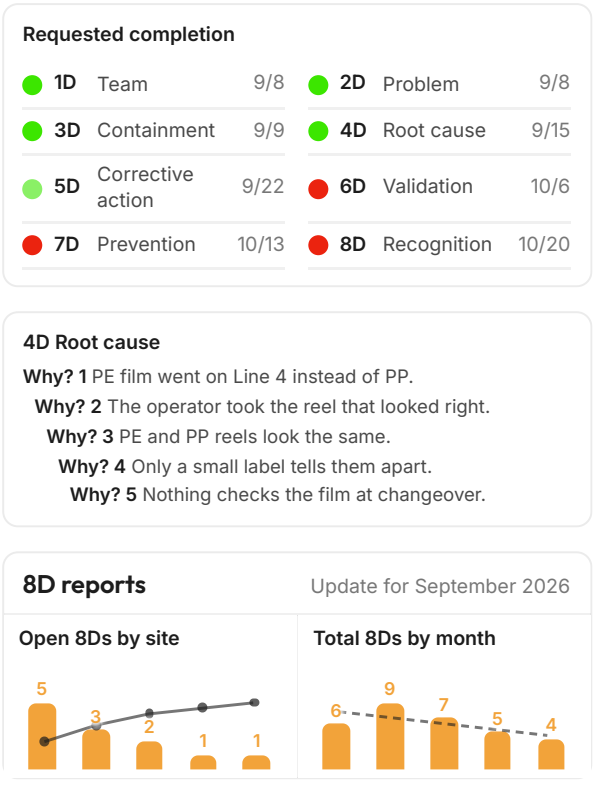
D3 lists the interim actions with target date, actual date and how effective they were. In D4 the team runs a 5-Why or an Ishikawa right in the 8D, the same tools as in RCCA, and writes down the root cause.

4 Approved, not just filled in

When a discipline is marked completed, the responsible person approves it or sends it back, and the footer shows who and when. In a supplier 8D the supplier logs in with limited access, fills in its own actions, and you approve them.

5 Every open 8D, and how far it has got

A report widget lists every open 8D with its progress through the eight disciplines, so management sees what is stuck without asking. Charts show open 8Ds by site and how many 8Ds you open each month.



What you get

Guided 8D workflow
Each discipline has its own guidance, fields and due date, and the responsible person approves it or sends it back. Nobody has to chase who did what.

Customer-ready reports
Export the 8D to PDF under your company's logo and send it, as an update after containment or as the final report. No copying into Word.

Timeline tracking
Every discipline shows its due date, who completed it and who approved it, and when. Overdue disciplines turn red, so you see where the 8D is stuck.

Recurrence prevention
Discipline 7 specifically addresses systemic changes to prevent the problem from happening again, anywhere in the organization.

Try it with your next customer complaint.
Ask for a demo and a free 14-day trial.

www.teamguru.com