

D2 Is / Is-Not Worksheet

A generic worksheet for the 8D problem description (D2). It describes the problem as observed, not the cause. Check your customer's 8D format and supplier manual for required fields.

1. Identification

Complaint / 8D no.		Customer	
Part number / name		Team / date	

2. Is / Is-Not table

Question	IS (where / when it occurs)	IS NOT (could occur but does not)	Difference / what changed	Source / evidence
WHAT - object / part (which part numbers, variants)				
WHAT - defect (which characteristic, how far out of spec)				
WHERE - seen on the part (location, feature)				
WHERE - found (customer plant, line, field, own inspection)				
WHERE - made (line, machine, tool, cavity, shift)				
WHEN - first seen (date, lot, serial)				
WHEN - history (pattern over time; changes to product, process, material, supplier, people or gauges before or around first seen)				
WHEN - in the life cycle (incoming, assembly, test, field, after how long)				
HOW MANY / HOW MUCH (quantity, rate, trend, size of defect)				
HOW - detected (method, who, why not earlier)				

Fill the IS NOT column with a real comparison: a similar part, line, lot or period where the defect could appear but does not. The 'Difference / what changed' column gives the clues for D4. The history row asks when the problem was first seen and what changed before or around that time.

3. Problem statement

Problem statement (one or two sentences, measurable)		Open questions / data still needed	
Clues passed to D4		Checked by (name, date)	

Test: could someone outside the team find a defective part from this statement alone? Suspected causes go to D4, where they are verified.