NPQP Category 8

Non Conforming Product Management

NISSAN
MOTOR CORPORATION

8 - Non Conforming Product Management

Category Purpose:

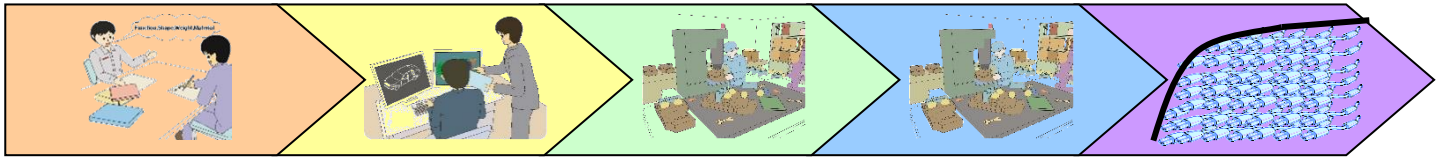
- Implement a process that provides prompt and systematic activities to:
  - **identify** the **root cause** of the concern,
  - **implement** robust **countermeasures** for identified Non-Conforming product
  - **prevent** further delivery of Non-Conforming Product.

8 - Non Conforming Product Management

Activity:

8.1 Non Conforming Product Management

Timing:



	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5
8.1 Non Conforming Product Management					

8 - Non Conforming Product Management
8.1 - Non Conforming Product Management

Activity Purpose:

- When non conforming product is **identified**, the supplier must have a process that provides **prompt** and **systematic activities** to **identify the root cause** of the concern, **implement robust countermeasures** and **prevent delivery** of further **suspect product.**

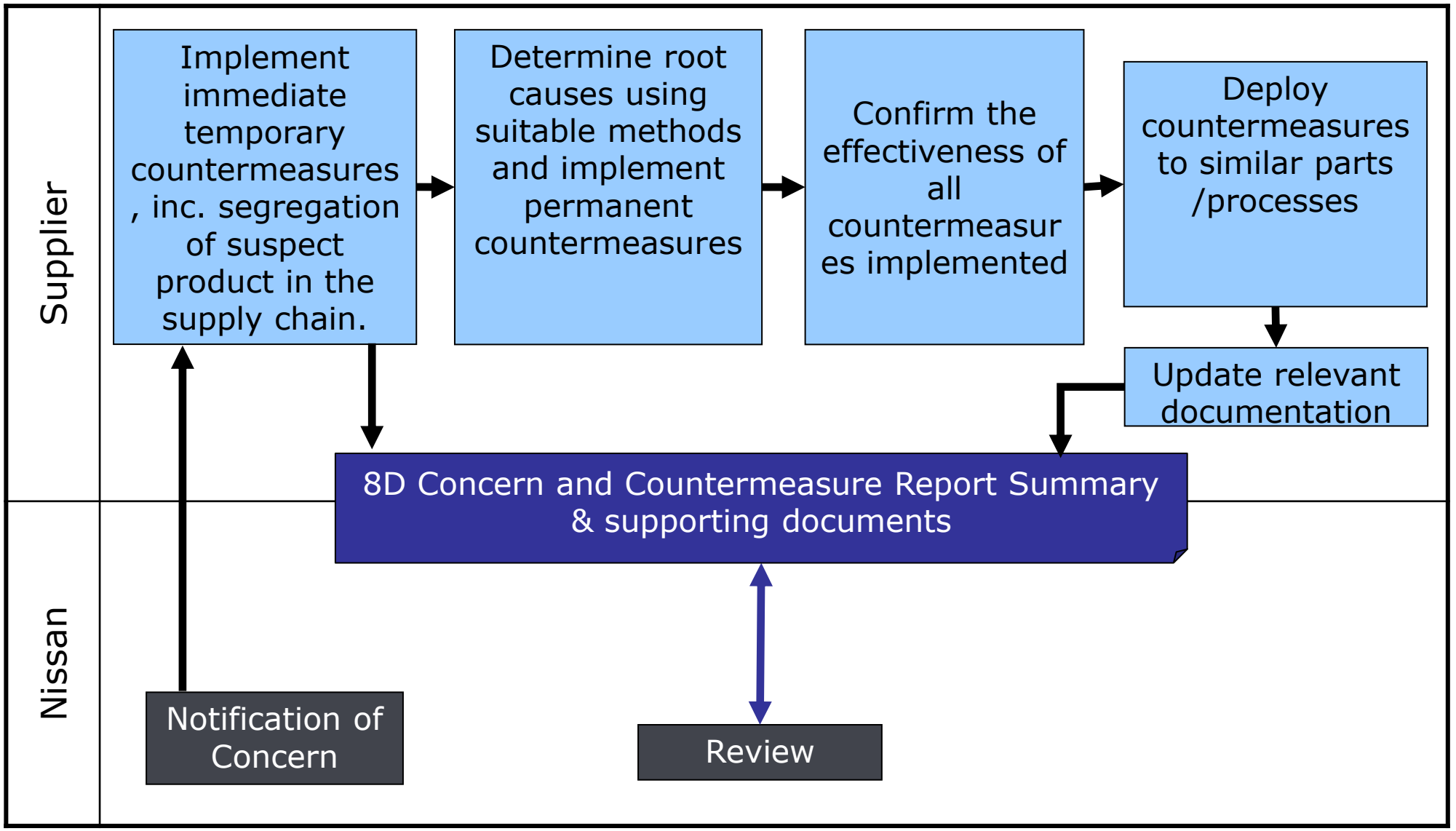
Key Points of Activity:

- **Nissan require suppliers to provide product with zero defects.**

Output Documents & Submission Timing

	Phase 1			Phase 2			Phase 3			Phase 4			Phase 5		
	L	M	H	L	M	H	L	M	H	L	M	H	L	M	H
8D Concern and Countermeasure Report Summary				4	4	4	4	4	4	4	4	4	4	4	4

8 - Non Conforming Product Management
8.1 - Non Conforming Product Management



Example : 5 Why Analysis

1. Analyse the concern from 2 perspectives:
   - Why was the defect made?
   - Why was the defect not found?
2. Clearly state the problem
   - Avoid using non-specific adjectives such as “broken”
3. Do not jump to conclusions
4. Review every step from a 4M perspective
5. There can be many answers to each level of why. Each of the answers need to be investigated in order to determine all of the possible root causes.





A PROBLEM THAT CANNOT BE REPRODUCED IS A PROBLEM THAT HAS NOT BEEN RESOLVED YET.

Supplier response requirements:

	Rank		
	A	B	C
Judgment Criteria	Concern relating to Safety or Regulation	Concern which has a risk for Safety or Regulation	Damage for merchantability or high dissatisfaction with customers
Definition	Non-conformance which does not comply with Regulation	Non-conformance which may not comply with Regulation	Non-conformance relating to merchantability
Fax/E-mail/Telephone reply	Within 24 hours	Within 24 hours	Not required
8D-CCR reply	Within 10 working days.	Within 10 working days.	Within 10 working days.
Nissan Audit / Review	Yes	Depending upon concern	Depending upon concern
Supplier 8D-CCR presentation at Nissan	Yes	Depending upon concern	Depending upon concern

8 - Non Conforming Product Management
8.1 - Non Conforming Product Management

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	Rank	
	A	B
Definition	Important Product / Part Concern	General Vehicle / Powertrain Product / Part concern
Description	A concern on a Special Characteristic	Excluding items in Rank A, any product / part that is non-conforming to the agreed specification.
Fax / E-mail / Telephone reply	Response required within 24 hours	Response required within 24 hours
8D-CCR reply	Response required within 30 days	Response required within 30 days
Detailed root cause analysis required	Yes	Yes
Nissan Audit / Review	Yes	Depending upon concern
Supplier 8D-CCR presentation at Nissan	Yes	Depending upon concern

Supplier response requirements

- Response requirements to nonconforming material varies from plant to plant.
- It is recommended to work with the NNA or NMEX facility to determine the type of response required and the timing.