NISSAN
MOTOR CORPORATION

Work Instructions (WI)

Key Point(s):

- The Work Instructions specify the actions required to carry out an operation. These documents shall be created for all employees having responsibilities for the operation of processes that impact conformity to product requirements e.g. manufacturing operations including rework and repair, inspection, calibration, maintenance, logistics etc.
- These instructions shall be accessible for use at the work station and shall be in a format and language that is easily understandable by the operators.
- These instructions shall be derived from sources such as the quality plan, the control plan and the product realization process, and shall be continuously improved to keep matching between actual operation and WI through observation of operation and through feedback from the operators.
- Suppliers shall describe the best operation method with which they can keep the quality, delivery, cost, and also safety.

Minimum Content Requirement(s):

- Each work instruction shall include:
  - Operation number
  - Operation description
  - Main steps required to complete the operation
  - Key points / Care points and reasons for them
  - Inspection requirements, inspection criteria and reaction instructions
  - Identification of Special Characteristics and Key Features.
  - Reference number, authorization signature & date
- The use of “Photographs / Sketches” to support explanations and “Cycle Time (Take Time)” to validate operator skill are recommended.
- The supplier must ensure consistency throughout all documentation for:
  - Operation step numbering
  - Product characteristic identification

Output Document Description:

- Supplier own document

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