NISSAN
MOTOR CORPORATION

8.1 Non-Conforming Product Management

Activity Purpose:

- Nissan requests the suppliers to provide product with zero defects.
- However, 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.

Notes:

- Non-conforming product can be identified by Nissan at any time.
- If the supplier identifies that non-conforming product may have been shipped to Nissan, they shall inform all relevant Nissan departments immediately and advise details of the non-conformance and countermeasure(s) taken.
- In case of quality crisis (recurrence, high incident level….), Nissan may request Firewall activities to the supplier to guarantee customers' protection and the improvement/efficiency of inspection standard.
  - Basic rules of Firewall activities are:
    - What : Additional inspection to prevent non-conformities outflow to customer
    - Where: After final inspection of normal End of line test process, Off-line, separate and independent from the normal production process.
    - How: Maintain the Documents (e.g. Inspection instruction, judgment criteria, inspection record, control chart etc.), secure the necessary environment (Lighting level, noise level etc.), prepare additional red box.
    - Who: Inspected by the certified inspector.
    - Ability for detection: Confirm the skill of inspection regularly.
    - Effectiveness: Monitor the detection situation of the nonconformities (Outflow to customer, outflow to final & additional controls)
    - Monitor quality of components (follow-up temporary countermeasures at sub-supplier) – if the case.
    - Exit Criteria: Set conditions for the activity release (e.g. 0 outflows to customer, 0 outflows to additional inspection process for 3 consecutive months etc.).
  - Nissan may audit the supplier as a part of Firewall activity and request to improve in case of an insufficient countermeasure.
  - Supplier shall submit activity report (e.g. result to monitor the issue detection) by supplier own document if Nissan requests.

Printed versions of this document are not controlled by the version management system. Copyright © NISSAN

Phase	1	2	3	4	5
Activity Content		● Protect Nissan from further deliveries of suspect product whilst maintaining supply, ● Identify and implement immediate temporary countermeasure(s), ● Identify the root cause(s) (of occurrence and of non-detection) using suitable methods (e.g. FTA, 5 WHY, etc.), ● Identify and implement permanent countermeasure(s) to prevent recurrence, ● Confirm the effectiveness of all countermeasures implemented and update relevant documents (e.g. FMEA, Control Plan, Work Instructions, etc.) ● Assess the possibility of the non-conformance condition being applicable to other similar product, ● Apply the countermeasure to other similar parts/ processes (horizontal deployment)			
Output Document	● 8D Concern & Countermeasure Report Summary				

Copyright © NISSAN