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8D Concern and Countermeasure Report Summary (8D-CCRS)

Key Point(s):

- The 8D Concern and Countermeasure Report Summary is the summary of the actions taken to resolve a concern using the 8D (Discipline) process

Minimum Content Requirement(s):

- Complete all 8 sections of the report following the completion instructions given below and submit to Nissan.
- The 8D Concern and Countermeasure Report Summary shall be supported by evidence of investigation activities (e.g. Fault Tree Analysis (FTA), Cause & Effect diagrams, detailed countermeasure implementation timing plans etc.).
- The minimum investigation activity required is a 5 Why analysis covering 4M (Man, Material, Machine, Method).
- For each submission, the 8D Concern and Countermeasure Report Summary document must be approved & dated.

Output Document Description:

Item	Completion Instructions
Supplier Name	Common usage name of company
Supplier code	Code unique to each supplier, issued by Nissan Purchase department.
Part Number	As specified on the drawing
Part Name	The Part Name specified on the drawing
Completed by	The name of the supplier company representative who completed the 8D-CCR
Job title	The position of the supplier company representative (should be quality director or above) who authorized the release of the 8D-CCR
Date	The date the 8D-CCR was completed
Authorized by	The name of the supplier company representative who authorized the release of the 8D-CCR
Job title	The position of the supplier company representative who authorized the release of the 8D-CCR
Date	The date the 8D-CCR was approved for release.
Rev	The Suppliers reference no. and version no. for the document.

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1 Concern details	
Report No.	The reference number of the Nissan complaint to which the 8D-CCR relates.
Incident Date & Time	The date when the concern has been declared by Nissan to the Supplier
Model	The vehicle/ powertrain model number(s) affected by the concern product
Rank	The rank of the concern identified on the Nissan Complaint which relates to this concern
Quantity affected & lot numbers	The total number of parts at Nissan affected by the concern which relates to this 8D-CCR. This quantity shall be updated according to Nissan information until Step 4 has been implemented and confirmed.
Description	A description of the concern highlighted via the Nissan complaint containing all relevant information. Include the lot number reference and attach the 5 W1H. With photograph or sketch
Recurrence	Tick relevant box (Yes / No) to indicate whether this concern has been identified on a previous complaint from Nissan. A concern is recurrent if it has the same cause as a previous one and concerns the same part number.

2 Similar part consideration	
Can the concern appear on other parts?	A prompt list to ensure that consideration has been given to other similar parts and processes, stock, work in progress etc. Answer each prompt by adding a tick to the relevant box (Yes / No). If the response is Yes, an outline comment is required. If the concern can occur in other Nissan plants, this must be clearly identified.

3 - Initial analysis	
Where should the non-conforming parts have been detected?	A prompt to ensure that consideration has been given to non-conformance detection failure. Answer each prompt by adding a tick to the relevant box (Yes / No)
Reason for non-detection?	The reason why the failure was not detected in the expected control area of the supplier process.

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4 - Temporary Countermeasure - Immediate	
What actions have been taken to prevent the delivery of non-conforming parts to Nissan plants?	Describe the containment countermeasure actions taken to prevent the delivery of non-conforming product to Nissan. Include the total quantity of product that this action has been applied to. Attach details to the 8D-CCR. A prompt to ensure consideration has been given to the action required to prevent delivery of non-conforming parts to Nissan. In the 'Action' box, detail the actions taken e.g. 100% inspection, lot sampling. The actions realized at supplier site for in progress activity and stores stocks but also the check of the logistic platforms of the customer shall be indicated in the line “Warehouse stock Customer”.
Qty. OK / NOK	Insert the OK quantities or the NOK quantities found during containment. Note the effective ratio of ok parts in % (Qty OK / Qty sorted)
Temporary Countermeasure Details	Describe the containment countermeasure actions taken to prevent the delivery of non-conforming product to Nissan. Include the total quantity of product that this action has been applied to. Attach details to the 8D CCR if necessary.
Delivery Date for 1st OK parts after temporary countermeasure	Indicate date of 1st delivery parts
Delivery Reference for 1st OK parts after temporary countermeasure	Indicate the reference of 1st OK parts
How are OK parts identified?	Indicate the method / mark / identification used to identify the product that is the subject of the temporary countermeasure. This will allow Nissan to identify and manage the introduction of OK delivered product.
Sorting activity lessons	Indicate details on NOK Parts production (In which shift, on which equipment, by which worker, which day)

5 - Final analysis	
Real / Root Causes of Concern in Process	The analysis must address two questions at the same time: 1. Why was the non-conformity made? 2. Why was the non-conformity not detected? A description of the real root cause(s) of the non-conformance. Note: The term process includes all direct and indirect processes. Any appendices to the 8D-CCR should also be referenced in this section.
Resp.	The name of the management level company representative responsible for the non-conformance.
Dept.	The department responsible for the non-conformance

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6 - Permanent countermeasure	
Root cause / Actions	A description of the countermeasure to be implemented to permanently prevent the non-conformance being repeated in the future.
Resp.	The name of the management level company representative responsible for the implementation of the countermeasure.
Dept.	The department responsible for the implementation of the countermeasure
Date	When will the countermeasure be implemented

7 - Countermeasure confirmation	
Firewall	Justify firewall removing by providing results, charts, quantity of defects…
Has the countermeasure been confirmed as effective?	Tick relevant box to indicate whether the countermeasure has been confirmed as effective or not (Yes / No).
Countermeasure Action / Method	Detail the manner in which the countermeasure has been confirmed as effective. Attach any relevant information (dimensional reports, capability results…)

8 – Follow-up action	
Follow-up action	A prompt to ensure consideration has been given to any further actions that may be required in reference to the reported non-conformance. This shall include a review and update of all related documentation. Tick the 'Yes' box if the document will be updated. Include the name / dept. of the responsible person and the timing.

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