NISSAN
MOTOR CORPORATION

NPQP v 2.0

NPQP - 8D CONCERN & COUNTERMEASURE REPORT SUMMARY

Supplier Name: Supp Mat	Supplier Code: A010	Safety ☐ Regulation ☐	Nissan Impt A☐ Impt B☐ Impt C ☐ OBD ☐	Doc. Ref. No./Ver: Ver. 2	
Supplier Plant Name:				Doc Rev. Date:	
				Doc. Origin Date: 2018/4/3	
Completed by : M. T. Me		E-mail: T.Me@S.Mat.Co.com			
Job title : Manufcturing Quality Pilot		Tel. No: + 33 02 82 56 78 54		Date : 2018/10/10	
Part Name: Plastic left wing		Authorized by : M. Lautre			
Part No. : 1010610000		Job title : Q A Manager			
Design Note No. :		Date: 2018/10/10			

1. Concern Details

Description (include photograph or sketch):

Scratch on surface

Report No.	2018-0001
Rank	B
Incident Date & Time	2018/9/6 Night shift - 0:35
Model	X66666
Quantity Affected	1236
Affected Lot No's.	XAB/18/09/492
Recurrence	Y ☐ N X

2. Similar Part Consideration

Can the concern appear on other parts?

Consider:	Yes	No	Comment / Result
- Other models	X		X34
- Generic parts		X	
- Other colours	X		All coulours
- Opposite hand	X		Right Wing
- Front / Rear		X	
- Other (please state):		X	

3. Initial Analysis

Where should the non-conforming parts have been detected?	Yes	No	Reason for non-detection
- During process / manufacture?	X		Auto control operation have not been executed although it is written in the control plan. Level 1 audits have not been achieved
- After manufacture (e.g. Final Inspection)	X		
- Prior to dispatch		X	
- Other (please state):			

4. Temporary Countermeasures - Immediate Action

What actions have been taken to prevent the delivery of reject parts to Nissan Plants?

Consider:	Actions Taken (Describe the temporary countermeasures taken to contain the problem until permanent countermeasures can be put in place)	Qty. OK	Qty. NG	% Effective (Sorting efficiency)
- Work in progress	100% visual inspection	300	40	13%
- Stores stock	100% visual inspection	100	10	10%
- Warehouse stock	100% visual inspection	0	0	
- Service parts	Not applicable			
- Other (please state):				

Temporary Countermeasure Details:

Visual inspection of all production and sorting of non conform parts

Delivery Date for 1st OK parts after temporary countermeasure	06/09/2018 - 1st Shift 6:00 AM
Delivery Reference for 1st OK parts after temporary countermeasure	123123
How are OK parts identified?	Attached green spot label on back of parts

Sorting activity lessons:

5. Final Analysis

Turn on/Turn off to the Root Cause confirmation / Reproduce the defect (actions done to reproduce the defect, does the root cause is really verified, ...)

5 WHY Analysis to identify root cause *Consider: Man, Material, Machine, Method, Who, Where When Why, How, Process settings, Rework, Maintenance etc. Attach extra detail sheets where

1	Why was the non conformity produced?					2	Why was the non conformity not detected?		
Why?	**Incorrect stripping operation**	Why?		Why?		Why?	**Inspect by manual operation.**	Why?	
Why?	**Undefined rework process instruction**	Why?		Why?		Why?	**Human error when shift change.**	Why?	
Why?	**Undefined rework process instruction**	Why?		Why?		Why?		Why?	
Why?		Why?		Why?		Why?		Why?	
Why?		Why?		Why?		Why?		Why?	

Root Cause:

	Responsibility		Responsibility		Responsibility		Responsibility		Responsibility
Manufacturing	GB	Manufacturing	SD	Logistic	CD				
	Department		Department		Department		Department		Department
	DQCE		DQCM		LogQ				

6. Permanent Countermeasures

What actions have been taken to prevent the manufacture of reject parts in the future? *Consider: Error proofing, Testing, Process Control etc.

Root cause / Actions	Responsibility	Department	Timing
1-Make rework process instruction	GM	DQCE	2018/9/20
2-Operator sensibilisaton every shift begining using scratch panel reference	SD	DQCM	2018/9/6
3-Operator training when new rework instruction validated	SD	DQCM	2018/9/20
4-Process Audit	SD	DQCM	2018/9/20

7. Countermeasure Confirmation

Confirmation that firewall can be removed (provide results : charts, qty of defects ...), as results are satisfactory

Have the countermeasures implemented been confirmed as effective?

Countermeasure Action	Confirmation method
Introduction one time per shift of dummy scratched part	Part has been rejected any time by operators

8. Follow-up Actions (Lessons Learned / Recurrence Prevention Activities)

Review the following documentation and update as a result of this concern. *Please attach relevant data, e.g. Dimensional Report, Capability study, Attribute data, Fault tree analysis etc.

Consider:	Updated? (Y/N)	Details	Responsibility	Department	Date
- DFMEA	N				
- Drawing / CAD data	N				
- Design / Development / QA Standards	N				
- Special Characteristics & Key Features Diagram	N				
- PFMEA	Y	Update PFMEA for scratch criteria analysis	GM	DQCE	2018/9/20
- Process Flow Chart	Y	Update to had new rework process instruction	SD	DQCM	2018/9/20
- Control Plan / Chart	Y	Update to had op. sensibili 1 Per shift	SD	DQCM	2018/9/20
- In house Work / Inspection Instructions	Y	Update to had dummy scratch test intro per shift	SD	DQCM	2018/9/6
- Gauges / MSA	N				
- Sub-supplier Follow-up	N				

Have the countermeasures taken been horizontally deployed to similar parts, processes and other plants?

Countermeasure Action	Deployment? (Y/N)	Details
Not applcable	N	

Copyright (C) NISSAN All Rights Reserved