



Supplier Quality General Procedure

Document No.: OSK-P3000

Title: 8D Corrective Action

Effective: 8/1/11
Originated: 12/13/10

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Approved By: Supplier Quality Council

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1. PURPOSE:

- This procedure defines the process, roles, responsibilities and requirements of the Supplier when an 8D corrective action request is initiated.

2. SCOPE

- This procedure applies to all Suppliers of Oshkosh Corporation who supply parts, material, equipment, or logistical services for production, pre-production, prototype, and services.

3. REFERENCE:

- Global Supplier Quality Manual
- 8D Corrective Action (OSK-F3000)
- Containment Level 1 – 2 (OSK-P3100)
- 8D Corrective Action (OSK-T3000)
- Oshkosh Supplier Network – Supplier Portal (<http://osn.oshkoshcorp.com/gsq-en.htm>)

4. DEFINITIONS:

- **Major Disruption:** A supplier responsible incident causing a negative impact to Oshkosh Corporation's ability to manufacture or sell product.
- **Production Downtime:** Is an incident that has negatively affected the ability to manufacture product to the planned build schedule due to a problem that has been identified and verified as a supplier responsibility.
- **Production Shortage:** Shortage includes all of the following:
 - A shortage of the plant inventory that is identified and verified as Supplier fault
 - The plant continues production of its product excluding the missing part
 - The plant is required to rework the finished product to install the conforming product.
- **Nonconformance:** Product, material, or logistics service that fails to conform to Oshkosh Corporations requirements or expectations.
- **8D Corrective Action:** A corrective action request that is issued in a standard format to address an Incident that fails to meet Oshkosh Corporations requirements or expectations.

5. PROCEDURE:

- An 8D corrective action request is initiated if an incident occurs, which includes but is not limited to the following actions and is verified as supplier responsibility.
 - A Major Disruption
 - Nonconformance (Reject Ticket)
 - Production Downtime
 - Production Shortage
 - Packaging Issue
 - Unauthorized Product/Process Change
- It is the responsibility of the Oshkosh Corporation Quality and/or GPSC Representative to initiate the 8D Corrective Action methodology with the Supplier to insure the following actions occur in a timely manner to prevent immediate re-occurrences as well as long term solutions to eliminate the root cause permanently. (Reference 8D Corrective Action (OSK-F3000))
 - Initiate 8D Corrective Action
 - D1 - Create Problem Solving Team
 - D2 - Define the Problem
 - D3 - Containment
 - D4 - Root Cause
 - D5 - Possible Permanent Corrective Action
 - D6 - Corrective Action & Verification
 - D7 - Preventive Actions
 - D8 - Final Conclusion



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- **D1 Create a Problem Solving Team:**
 - The Supplier is responsible for establishing a problem solving team to contain, solve, and correct the problem. When applicable, the team consists of multi-disciplined and cross functional members.
- **D2 Define the Problem:**
 - Oshkosh defines the problem as it is known when discovered. Oshkosh is responsible to communicate the part numbers, quantity affected, and the magnitude of the problem.
- **D3 Containment:**
 - It is required that the supplier implement containment within 24 hours of notification at the supplier, in storage, in transit, and at Oshkosh Corporation. All containment activity must be formally documented.
 - The 8D initiator may require the supplier to implement Containment Level 1 if the nature of the Quality incident is of the following:
 - Repeat Non-conformances
 - Major Disruptions
 - Production Downtime
 - Production Shortage
 - Unauthorized Product/Process Change
 - **Containment Level 1 (CL1):** Oshkosh Corporation requires that a supplier put into place a redundant inspection process at the supplying location. The Supplier is responsible to sort for a specific nonconformance, execute 8D corrective action methodology, and insulate Oshkosh Corporation from the receipt of nonconforming parts/material. The redundant inspection is required in addition to Supplier's normal production process controls, and is executed by the supplier's employees. (Reference Containment Level 1 – 2 (OSK-P3100))
 - **Containment Level 2 (CL2):** An Oshkosh Corporation requirement that includes the same processes as Containment Level 1, **with an additional inspection process by a 3rd party Inspection and Rework Company** representing Oshkosh Corporation's interests specific to the containment activity. The third party is selected by the supplier, approved by Oshkosh Corporation, and **paid for** by the supplier. (Reference Containment Level 1 – 2 (OSK-P3100))
- **D4 Root Cause:**
 - The Supplier is responsible for utilizing problem solving tools and strategies to effectively determine the root cause of the incident. When root cause is identified it must verify that the defect is controllable "turned on / off" by controlling the identified cause.
 - This action is required within 15 days of the 8D initiation.
- **D5 Possible Permanent Corrective Action:**
 - Once the root cause is identified it is the responsibility of the Supplier's problem solving team to identify potential corrective actions that prevent re-occurrence with corrective action that includes short and long term solutions.
- **D6 Corrective Action & Verification:**
 - The corrective actions that are implemented are documented to include the verification method and results to ensure that the corrective actions are effective in eliminating the root causes from re-occurrence. Examples of the corrective action and verification process documentation include updated 8D, FMEA, Control Plan, and Training Logs.
 - This action is required within 30 days of the 8D initiation.
- **D7 Preventive Actions:**
 - The preventive actions are implemented (could be the same as corrective actions) in such a manner that "error proofing" or "mistake proofing" insure a root cause that prevents incident re-occurrence.



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- **D8 Final Conclusion:**
 - Final conclusion that all actions are completed and provide closure for the team to include verification information illustrating the success of the corrective and preventive actions implemented.
 - This action is required within 45 days of the 8D initiation.
 - It is absolutely critical that the Supply Base fully understands Oshkosh Corporation's Containment and Problem Solving requirements and the need to flawlessly execute the elimination of additional failures.