

MISSION DRIVEN



8D Corrective Action
Training

Revision 1.1

8D – Corrective Action Process Steps

■ 8D Problem Solving & Corrective Action:

- ✓ Initiate 8D Corrective Action
- ✓ D1 - Create Problem Solving Team
- ✓ D2 - Define the Problem
- ✓ D3 – Containment
 - ✓ D3a Containment Level 1
 - ✓ D3b Containment Level 2
- ✓ D4 - Root Cause
- ✓ D5 – Possible Permanent Corrective Action
- ✓ D6 – Corrective Action & Verification
- ✓ D7 – Preventive Actions
- ✓ D8 - Final Conclusion

■ Process Expectations:

- ✓ 24 hours after notification, containment is required.
- ✓ 15 days or less for Root Cause identification.
- ✓ 30 days or less corrective action completed.
- ✓ 45 days or less Validation / closure of 8D.
- ✓ Archive 8D in CIR / CAPA databases.

Initiate 8D Corrective Action

Oshkosh Initiator



AR/CIR#:			
Issue Date:	10-Jun-2010		
Issued By:			
1 8D Report			
Check all that is Required for the completion of this 8D Corrective Action Request			
D1, D2, and D3 Containment Activity must be completed within 24 hours of notification.		<input type="checkbox"/> Check Box	
D3a Containment Level 1 (External Suppliers)		<input type="checkbox"/> Check Box	
D3b Containment Level 2 (External Suppliers)		<input type="checkbox"/> Check Box	
D4, ROOT CAUSE of issue must be completed within 15 days of notification.		<input type="checkbox"/> Check Box	
D5, D6, and D7 CORRECTIVE ACTION must be completed within 30 days.		<input type="checkbox"/> Check Box	
D8 VALIDATION of CORRECTIVE ACTION for issue must be completed within 45 d		<input type="checkbox"/> Check Box	
General Information			
Supplier Name:		OSK Initiator:	
OSK Supplier Number:		OSK Initiator Tele#:	
Supplier Contact Person:		OSK SQA Contact:	
Supplier Contact Tele.#:		OSK SQA Tele#:	
Supplier Contact E-mail:		OSK SQA E-mail:	
D1 Problem Solving Team			
Team Champion:			
Team:			
COMPLETED BY:		Date:	
Part Information			
OSK Facility Affected:			
OSK PART#:		8D Due Date:	10-Jul-10
Part Name:		DMR/NMT#:	
Part Serial#:		Quantity REJECTED:	
Containment BREAKPOINT:		Certified BREAKPOINT:	
D2 Problem Description (Description of Nonconformance)			
COMPLAINT:			
D3 Containment Measures must occur within 24 hours			
DESCRIPTION:			
COMPLETED BY:		Date:	

- 1.) Create Tracking Number, Issue Date, and who issued 8D.
- 2.) Select what sections are required to be completed by the Supplier.
- 3.) Document part#, supplier information and Oshkosh contact information.
- 4.) Document Oshkosh Facilities affected and provide part#, description, quantity, and defect ticket information

D1 - Define the Team



AR/CIR#:		8D Report		
Issue Date:	10-Jun-2010			
Issued By:				
Check all that is Required for the completion of this 8D Corrective Action Request				
D1, D2, and D3 Containment Activity must be completed within 24 hours of notification.			<input type="checkbox"/>	Check Box
D3a Containment Level 1 (External Suppliers)			<input type="checkbox"/>	Check Box
D3b Containment Level 2 (External Suppliers)			<input type="checkbox"/>	Check Box
D4, ROOT CAUSE of issue must be completed within 15 days of notification.			<input type="checkbox"/>	Check Box
D5, D6, and D7 CORRECTIVE ACTION must be completed within 30 days .			<input type="checkbox"/>	Check Box
D8 VALIDATION of CORRECTIVE ACTION for issue must be completed within 45 days .			<input type="checkbox"/>	Check Box
General Information				
Supplier Name:		OSK Initiator:		
OSK Supplier Number:		OSK Initiator Tele#:		
Supplier Contact Person:		OSK SQA Contact:		
Supplier Contact Tele.#:		OSK SQA Tele#:		
Supplier Contact E-mail:		OSK SQA E-mail:		
D1 Problem Solving Team				
Team Champion:				
Team:				
COMPLETED BY:	1		Date:	
Part Information				
OSK Facility Affected:		8D Due Date:	10-Jul-10	
OSK PART#:		DMR/NMT#:		
Part Name:		Quantity REJECTED:		
Part Serial#:		Certified BREAKPOINT:		
Containment BREAKPOINT:				
D2 Problem Description (Description of Nonconformance)				
COMPLAINT:				
D3 Containment Measures must occur within 24 hours				
DESCRIPTION:				
COMPLETED BY:		Date:		

- 1.) “D1” Define the team:
 - Team Champion & Team Members to be identified.
 - Completed by and completion date documented.

D2 - Define the problem

Oshkosh Initiator



AR/CIR#:		8D Report		
Issue Date:	10-Jun-2010			
Issued By:				
Check all that is Required for the completion of this 8D Corrective Action Request				
D1, D2, and D3 Containment Activity must be completed within 24 hours of notification.				<input type="checkbox"/> Check Box
D3a Containment Level 1 (External Suppliers)				<input type="checkbox"/> Check Box
D3b Containment Level 2 (External Suppliers)				<input type="checkbox"/> Check Box
D4, ROOT CAUSE of issue must be completed within 15 days of notification.				<input type="checkbox"/> Check Box
D5, D6, and D7 CORRECTIVE ACTION must be completed within 30 days .				<input type="checkbox"/> Check Box
D8 VALIDATION of CORRECTIVE ACTION for issue must be completed within 45 days .				<input type="checkbox"/> Check Box
General Information				
Supplier Name:		OSK Initiator:		
OSK Supplier Number:		OSK Initiator Tele#:		
Supplier Contact Person:		OSK SQA Contact:		
Supplier Contact Tele.#:		OSK SQA Tele#:		
Supplier Contact E-mail:		OSK SQA E-mail:		
D1 Problem Solving Team				
Team Champion:				
Team:				
COMPLETED BY:			Date:	
Part Information				
OSK Facility Affected:				
OSK PART#:		8D Due Date:	10-Jul-10	
Part Name:		DMR/NMT#:		
Part Serial#:		Quantity REJECTED:		
Containment BREAKPOINT:		Certified BREAKPOINT:		
D2 Problem Description (Description of Nonconformance)				
COMPLAINT:				
D3 Containment Measures must occur within 24 hours				
DESCRIPTION:				
COMPLETED BY:			Date:	

1.) “D2” Define the problem:

- Provide detailed information of the problem and the scope of the issue.
- Document who completed this section and on what date.

D3 - Containment



AR/CIR#:		8D Report		
Issue Date:	10-Jun-2010			
Issued By:				
Check all that is Required for the completion of this 8D Corrective Action Request				
D1, D2, and D3 Containment Activity must be completed within 24 hours of notification. <input type="checkbox"/> Check Box				
D3a Containment Level 1 (External Suppliers) <input type="checkbox"/> Check Box				
D3b Containment Level 2 (External Suppliers) <input type="checkbox"/> Check Box				
D4, ROOT CAUSE of issue must be completed within 15 days of notification. <input type="checkbox"/> Check Box				
D5, D6, and D7 CORRECTIVE ACTION must be completed within 30 days . <input type="checkbox"/> Check Box				
D8 VALIDATION of CORRECTIVE ACTION for issue must be completed within 45 days . <input type="checkbox"/> Check Box				
General Information				
Supplier Name:		OSK Initiator:		
OSK Supplier Number:		OSK Initiator Tele#:		
Supplier Contact Person:		OSK SQA Contact:		
Supplier Contact Tele.#:		OSK SQA Tele#:		
Supplier Contact E-mail:		OSK SQA E-mail:		
D1 Problem Solving Team				
Team Champion:				
Team:				
COMPLETED BY: _____ Date: _____				
Part Information				
OSK Facility Affected:				
OSK PART#:		8D Due Date:	10-Jul-10	
Part Name:		DMR/NMT#:		
Part Serial#:		Quantity REJECTED:		
Containment BREAKPOINT:		Certified BREAKPOINT:		
D2 Problem Description (Description of Nonconformance)				
COMPLAINT:				
D3 Containment Measures must occur within 24 hours				
DESCRIPTION:		← 1		
COMPLETED BY:			Date: _____	

1.) "D3" Containment:

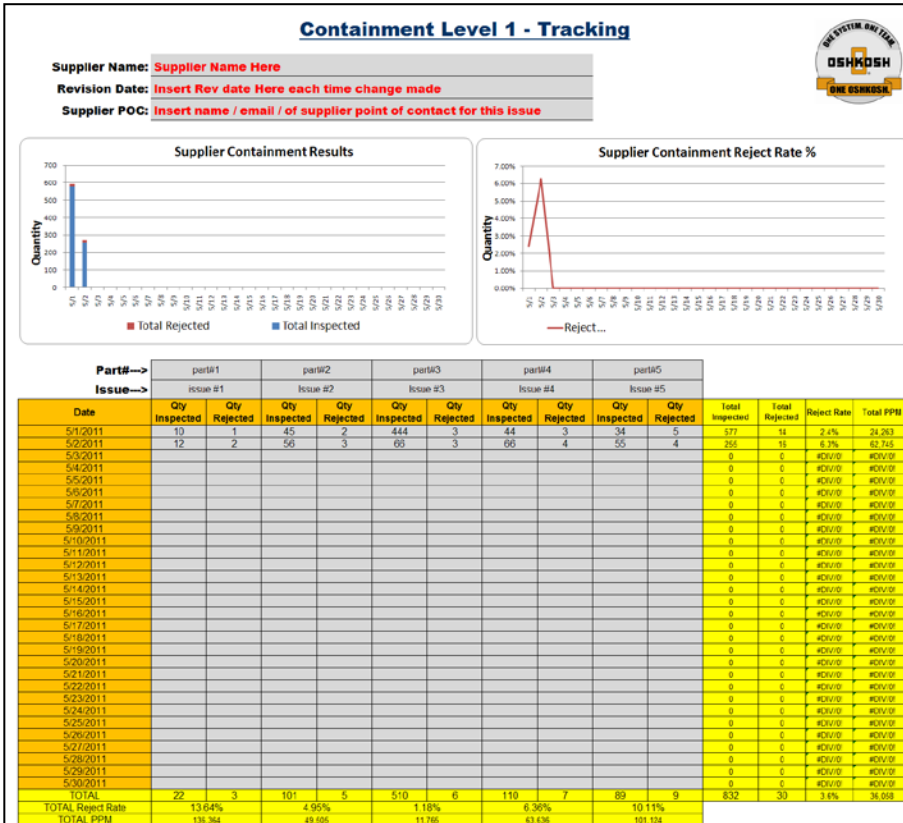
- Provide detailed information on the actions being taken to eliminate any additional defects from reaching Oshkosh.
- This includes 100% inspection / verification of product at Oshkosh, in transit, and at the point of origin until corrective actions are in place and verified to be effective.
- Document who completed this section and on what date.

D3a – Containment Level 1

D3a Containment Level 1 (when requested by Oshkosh)			
DESCRIPTION:			
EXIT CRITERIA AT SUPPLIER	1	BY Date:	
EXIT CRITERIA AT OSHKOSH		BY Date:	
COMPLETED BY:		Date:	
D3b Containment Level 2 (When requested by Oshkosh)			
DESCRIPTION:			
EXIT CRITERIA AT SUPPLIER		BY Date:	
EXIT CRITERIA AT OSHKOSH		BY Date:	
COMPLETED BY:		Date:	
If completing a (3D Report) please STOP after D3			
Pictures or Additional Documentation			
D4 ROOT CAUSE Analysis			
ROOT CAUSE:			

- 1.) “D3a” Containment Level 1:
- Document specifically how the parts are being inspected
 - How the parts/boxes are being marked as “certified” material.
 - Document the exit criteria, such as how long will the Supplier be “certifying” material.
 - What defect level will allow for stopping Level 1 Containment. (Example: zero defects at Oshkosh for 30 days and 0 defects found at the supplier)
 - Utilize Containment Level 1&2 Tracking (OSK-F3100) form.

D3a – Containment Level 1 Tracking



- 1.) Containment Level 1
 - CL1 Tracking Template: Containment Level 1 & 2 Tracking (OSK-F3100)
 - When Level 1 containment is required this form will be used to communicate containment status
 - Containment Level 1-2 training (OSK-T3100) document can be used for more information on this process.

D3b – Containment Level 2



D3a Containment Level 1 (when requested by Oshkosh)			
DESCRIPTION:			
EXIT CRITERIA AT SUPPLIER		BY Date:	
EXIT CRITERIA AT OSHKOSH		BY Date:	
COMPLETED BY:		Date:	
D3b Containment Level 2 (When requested by Oshkosh)			
DESCRIPTION:			
EXIT CRITERIA AT SUPPLIER		BY Date:	
EXIT CRITERIA AT OSHKOSH		BY Date:	
COMPLETED BY:		Date:	
If completing a (3D Report) please STOP after D3			
Pictures or Additional Documentation			
D4 ROOT CAUSE Analysis			
ROOT CAUSE:			



- 1.) “D3b” Containment Level 2:
- If the Level 1 containment exit criteria is not met the 8D initiator will require Level 2 Containment.
 - Same process as L1 with the addition of 3rd Party inspection of product prior to delivery to an Oshkosh Corp. Facility.
 - Exit criteria must be approved by 8D initiator.

D4 – Root Cause



D3a Containment Level 1 (when requested by Oshkosh)	
DESCRIPTION:	
EXIT CRITERIA AT SUPPLIER	BY Date:
EXIT CRITERIA AT OSHKOSH	BY Date:
COMPLETED BY:	Date:
D3b Containment Level 2 (When requested by Oshkosh)	
DESCRIPTION:	
EXIT CRITERIA AT SUPPLIER	BY Date:
EXIT CRITERIA AT OSHKOSH	BY Date:
COMPLETED BY:	Date:
If completing a (3D Report) please STOP after D3	
Pictures or Additional Documentation	
D4 ROOT CAUSE Analysis	
ROOT CAUSE:	<div style="border: 1px solid black; width: 30px; height: 30px; display: inline-block; text-align: center; vertical-align: middle;">1</div>

1.) “D4” Root Cause:

- Provide detailed information on the true cause to the failure.
- Document who completed this section and on what date.

D5 – Possible Permanent Corrective Action



D5 POSSIBLE PERMANENT CORRECTIVE ACTION	
CORRECTIVE ACTION:	1
COMPLETED BY:	Date:
D6 CORRECTIVE ACTION & VERIFICATION	
IMPLEMENTATION :	
COMPLETED BY:	Date:
D7 PREVENTIVE ACTIONS	
LONG TERM SOLUTION:	
COMPLETED BY:	Date:
D8 FINAL CONCLUSION	
CLOSING:	
COMPLETED BY:	Date:
Additional Information or Comments	
8D APPROVED BY:	Date:

1.) “D5” Possible Permanent Corrective Action:

- Provide detailed information on the possible actions to be taken to address the root cause to the failure. One if not all of the actions must have corrective actions taken.
- Document who completed this section and on what date.

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THE END