 <p>Supplier Quality General Procedure</p>	<p>Document No.: OSK-P3000</p>
<p>Title: 8D Corrective Action</p>	<p>Effective: 4/8/13 Originated: 12/13/10</p>
<p>Author: Brian Heim Revised by: Tim Shaw Approved By: Supplier Quality Council</p>	<p>Page 1 of 3</p>

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 Form (OSK-F3000)
- Containment Level 1 – 2 Procedure (OSK-P3100)
- 8D Corrective Action Training (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 methodology used 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 with the Supplier. An effective 8D must drive permanent improvement of Supplier processes to prevent recurrences of the incident. The Supplier ensures the following actions occur in a timely manner. (Reference 8D Corrective Action OSK-F3000)
 - Initiate 8D Corrective Action
 - D1 – Problem Solving Team
 - D2 – Problem Description
 - D3 – Containment and Short Term Corrective Actions
 - D4 – Root Cause Analysis
 - D5 – Long Term Corrective Actions
 - D6 – Implementation and Verification of Long Term Corrective Actions
 - D7 – Preventive Actions
 - D8 – Congratulate the Team and Wrap-up

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- **D1 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 Problem Description:**
 - Oshkosh states the details of the problem as it is known when discovered. Oshkosh is responsible to communicate the part numbers, quantity affected, and the magnitude of the problem.
 - Supplier confirms, validates, and updates the problem statement to indicate full containment measures captured all defective products as necessary.

- **D3 Containment and Short Term Corrective Actions:**
 - Within 24 hours of notification, the supplier must implement containment at their facility(s) in storage, in process, at external processing, in transit, and at Oshkosh Corporation. All containment activity must be formally documented.
 - The Supplier is responsible for implementing short term corrective actions to insulate Oshkosh Corporation from the problem.
 - 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
 - Quality Spills

Oshkosh Corporation notifies the supplier if Containment Level 1 or 2 is required (Reference OSK-P3100 for further information).


- **D4 Root Cause Analysis:**
 - The Supplier is responsible for utilizing problem solving tools and strategies to effectively determine the root cause of the incident. Objective evidence of problem solving tools used must be presented upon request.
 - This action is required within 15 calendar days of the 8D initiation.

- **D5 Long Term Corrective Actions:**
 - Once the root causes are identified, it is the responsibility of the Supplier's problem solving team to identify potential corrective actions that prevent re-occurrence with corrective actions that include short and long term solutions.

- **D6 Implementation and Verification of Long Term Corrective Actions:**
 - The supplier shall;
 - Identify and implement the selected corrective actions
 - Provide objective evidence of implementation of corrective actions
 - Provide objective evidence that future occurrences are eliminated
 - This action is required within 30 calendar days of the 8D initiation.

- **D7 Preventive Actions:**
 - The supplier implements preventive actions on like parts or similar processes to prevent and/or eliminate occurrence of the identified root causes.

- **D8 Congratulate the Team and Wrap-up:**
 - 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 calendar days of the 8D initiation.

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- It is absolutely critical that the Supply Base fully understands Oshkosh Corporation's Containment and Problem Solving requirements and the need to use the 8D methodology for nonconformance's to make permanent improvements to supplier processes and systems.
- Assumptions
 - All timelines are adjustable at the discretion of the 8D initiator/SQE.