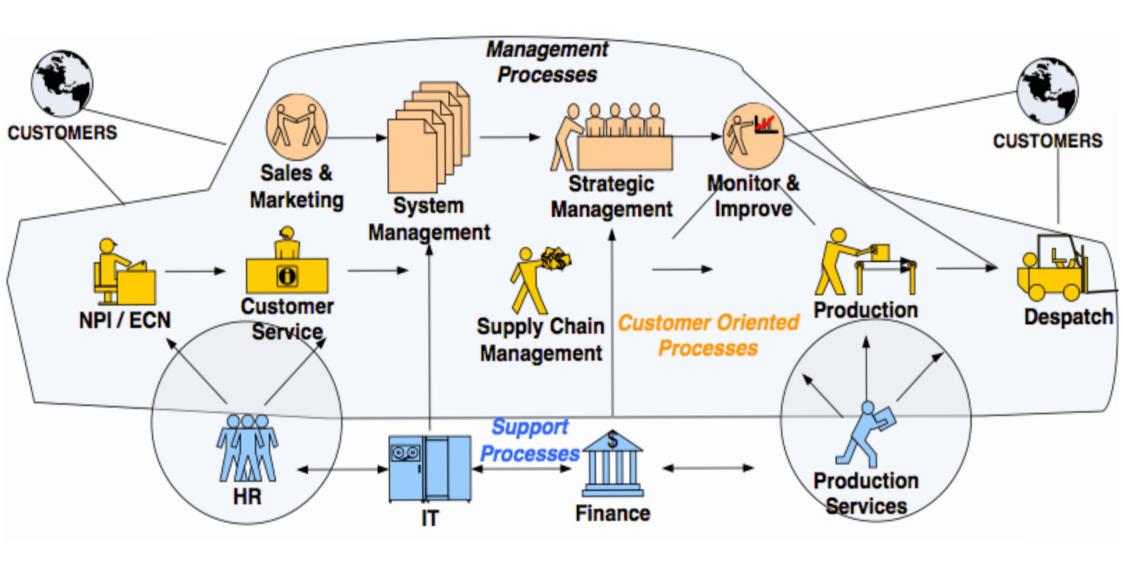
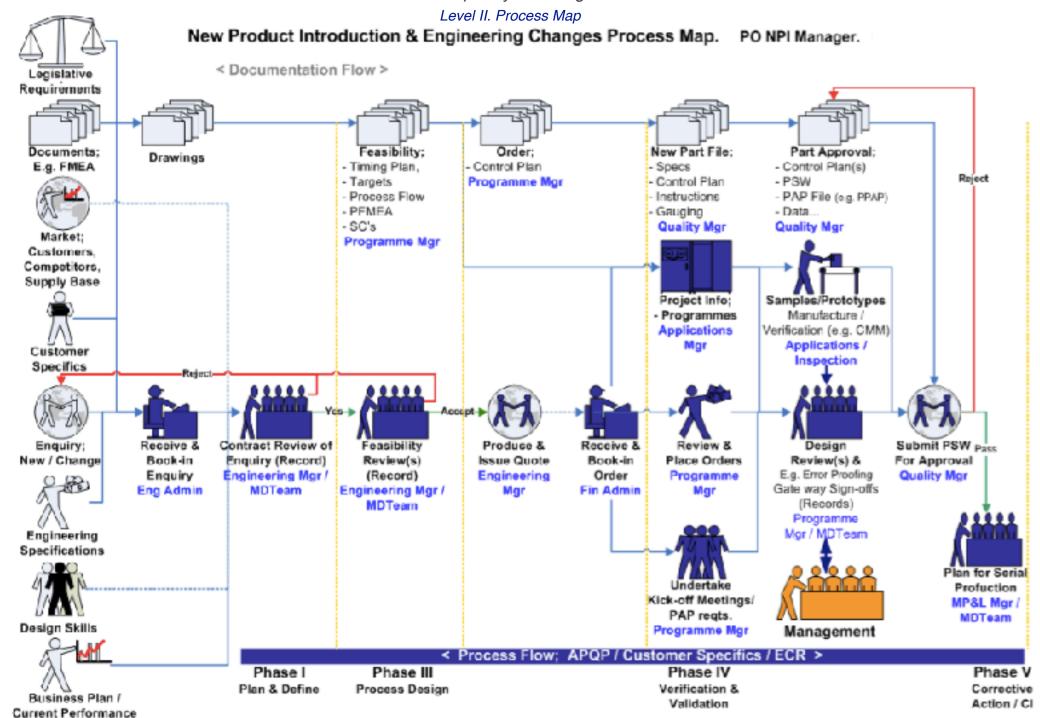
Level I.:System Map





Level III: Documented Information

The Co. take action to eliminate the cause of actual (potential nonconformities in order to prevent recurrence. Actions are appropriate to the effects of the nonconformities encountered. We analyze concerns, including parts rejected by customer's manufacturing plants, engineering facilities & dealerships & target completion of D3 as per CSRs or within 2 working days. Cycle times are consistent with 8Ds. INPUTS: CA: Concerns, Rejects, Complaints, Audits,... PA: FMEA, Audits, Analysis of Dats, Poke Yoks, P.Maintenancs, '8D? a) Form Multi-Disciplinary Team and D1 Customer or FORM TEAM collate all applicable Data Internal Problem Solving Format b) reviewing actual / potential D2 PROBLEM nonconformities including External & DESCRIPTION Internal e.g. customer complaints, Audits UPDATE c) Take immediate action to protect the CONTAINMENT CUSTOMER) customer & Co. ACTION Process Owner IDENTIFICATION determining the causes of & VERIFICATION nonconformities, / potential OF ROOT CAUSE nonconformities D5 evaluating the need for action to IDENTIFICATION ensure that nonconformities do not OF CORRECTIVE occur / recur. ACTION D6 IMPLEMENTATION Use Error determining and implementing action Proofing OF CORRECTIVE needed. Methods ACTION D7 a Records available /ERIFICATION OF upon request. reviewing action taken. CORRECTIVE ACTION D7 b complete update of all applicable MEA, Control Plan FMEA / CONTROL documents. PLAN (WI REVIEW UPDATE CORRECTIVE Consider other Products & CUSTOMER (ACTION IMPACT & Processes to ensure that we prevent Process Owner PREVENTIVE potential problems. ACTION Maintain Records Debrief. CONGRATULATE

Team & Individual recognition

THAM