

Quality Notice Response

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Quality Notice (QN) Guidelines

Quality Notice (QN)

A Quality Notice (QN) is issued because a Quality Problem has been detected on supplied material. QN's are used to track resolution of these problems at London, LaGrange or associate locations and to communicate them to the supplier affected. It is the responsibility of each supplier to review the problems, take necessary action to contain all defective material, and to implement permanent corrective actions to eliminate further occurrence of the problem. **The supplier shall take all possible actions to minimize the impact of the nonconformance on EMD's operations.** Questions regarding the QN process can be directed to the QN Coordinator or Supplier Quality Engineer.

Guidelines for Supplier Fault QN Response

QN responses may be sent by email or fax (see above). Email is the preferred response method. In order for us to process QN responses, suppliers are required to put the following in the subject line of the email or fax:

Subject: <Supplier #>, <QN #>, <Initial, Update, Final>

For example, the subject line for a final response for QN 200000168 from supplier 40078 would be:

Subject: 40078, 200000168, Final

Initial Response

The supplier shall provide an Initial Response within 2 business days. Using Supplier's internal Problem Resolution / Corrective Action Report or other written communication – provide the following information.

- Define the nonconformance that resulted in the problem reported by EMD.
- Immediate and ongoing actions to be taken by the supplier to contain all nonconforming material at the supplier, in transit and at EMD. Containment shall be extraordinary, visible and temporary. Containment includes data collection and analysis. Rework and sorting performed by EMD, supplier, or a rework company will be at the supplier's expense.
- Date of the next shipment of conforming parts or material, including how it will be identified. The supplier must consider that the conforming material ship date should reflect all customer plants receiving the corrected parts or material.

Final Response

The supplier shall provide a Final Response within thirty calendar days of issuance of the QN. Using Supplier's internal Problem Resolution / Corrective Action Report or other written communication – provide the following information.

- Containment actions taken and evaluation of the success of the containment process.
- Root cause of the problem, how it was identified and the corrective action that will prevent it from recurring.
- When was the corrective action implemented and how was it verified.
- Proposed evaluation and follow-up plan with dates and responsibilities including similar products and processes.
- Supplier shall submit Part Approval documentation for all changes made to the process. Full resubmission is not usually necessary.

Final Response Approval

EMD will approve or reject the Final Responses. Suppliers must resubmit rejected responses appropriate to EMD's concerns. Suppliers will be graded on approved on-time responses.