

Creating & Updating Work Instructions

*The information in this presentation is outlined in BNC 1 031,
Work Instruction Flow Chart*

The Basics

▶ DO I NEED A WORK INSTRUCTION?

- ALL PROJECTS REQUIRE A WORK INSTRUCTION
 - Use sort sheet ONLY for the first day and ONLY if it can be clearly explained
 - Create actual work instruction ASAP

▶ DO I NEED A COVER SHEET?

- ALL WORK INSTRUCTIONS REQUIRE A COVER SHEET
- This includes customer provided instructions of any type, including a simple photo of the defect

The Basics

- ▶ **DO I NEED A SUPPLEMENT PAGE?**
 - Customer provided instructions likely need a Supplement Page to clarify things like:
 - Order of inspection
 - Use of tools or gauges
 - Standardization of reject types
 - PPE requirements
 - Packing
 - Labeling
 - Witness marking
 - Backfill requirements
 - Paperwork requirements
 - Inspection rate

Temporary Changes = Quality Alert

Some examples of temporary changes:

- Check only current lot #9823 for split in cover in addition to normal inspection
- Add crack to inspection criteria until press is fixed
- ▶ Place Quality Alert behind cover sheet & in front of work instruction
- ▶ Add Quality Alert to cover sheet & get signatures
- ▶ Remove when complete & update cover sheet again showing removal of the alert
- ▶ Add to work instruction if it becomes a permanent change

Permanent Changes = Update WI

- ▶ Make hand-written changes immediately
 - Work instruction must match what is required
- ▶ Rewrite when WI becomes too sloppy, too confusing, or cover sheet is full
 - Change revision date/level on each rewrite
 - Use a NEW cover sheet
- ▶ Get customer signatures when you can
- ▶ Always have inspectors review & sign

WORK INSTRUCTION COVER SHEET

WI Rev Date 5/1/18	WI Rev Level A	Reference/Control # N/A	Sort Location ABC Components	BNC Project Number 40569
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Customer: ABC Components	Customer Contact: Jane Doe	BNC Contact: Sam O. Smith
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Part Number: 1267890	Part Name: Door panel
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Problem Description:
Dirt on parts. Missing clip ~~on top left.~~
ON ALL 4 CORNERS
SS 5/2/18

30 day review: This work instruction must be verified to the customer at the beginning of each sort occurrence or every 30 days.

NATIONAL CORPORATION WORK INSTRUCTION

REVISION DATE 5/1/18	REVISION LEVEL A	REFERENCE/CONTROL # N/A	SORT LOCATION ABC Components	BNC PROJECT NUMBER 40569
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Customer ABC Components	Customer Contact Jane Doe
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Part Number 1267890	Part Name Door Panel
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Problem Description (Brief listing of issues/defects expected):
Dirt on parts. Missing clip ~~on top left.~~ ON ALL 4 CORNERS


Sort Criteria (Brief description of method to isolate/rework defective product):
 Visually inspect for criteria listed above. Remove dirt with clean cloth.

All header info much match, including revision date and level.
 Problem Description must match.

Change	Date	Time	Customer Contact	BNC Contact
Changes	5/2/18	12:00 PM	JANE DOE	SAM SMITH
INSPECT FOR MISSING CLIP ON ALL 4 CORNERS, NOT JUST TOP LEFT.				
Change	Date	Time	Customer Contact	BNC Contact

WORK INSTRUCTIONS MUST BE FOLLOWED. NOT FOLLOWING INSTRUCTIONS WILL RESULT IN DISCIPLINARY ACTION.

- Record lot #, Serial #, and Quantity from box label onto sorting worksheet (in parts sorted section)
- Visually inspect each part for dirt. Pay close attention to seams and bottom edges. Remove dirt with clean cloth if found.
- Visually inspect top left corner for missing clip. → VISUALLY INSPECT ALL 4 CORNERS FOR MISSING CLIP, NOT JUST TOP LEFT.



JD 5/2/18

- If clip is present, place an "X" with a black sharpie next to clip

The Cover Sheet is not a work instruction, it is a record of changes. It can be a brief summary. The detailed changes must be added to or crossed out on the actual instruction.

And, Finally...

- ▶ Review work instructions every time you're on location and every 30 days for accuracy
- ▶ Make sure you train your teams to notify you of ANY changes
- ▶ Remove obsolete documents from the inspection area ASAP and forward to office – where they are archived with the project file

Click on the button below to take the quiz for this session.

QUIZ