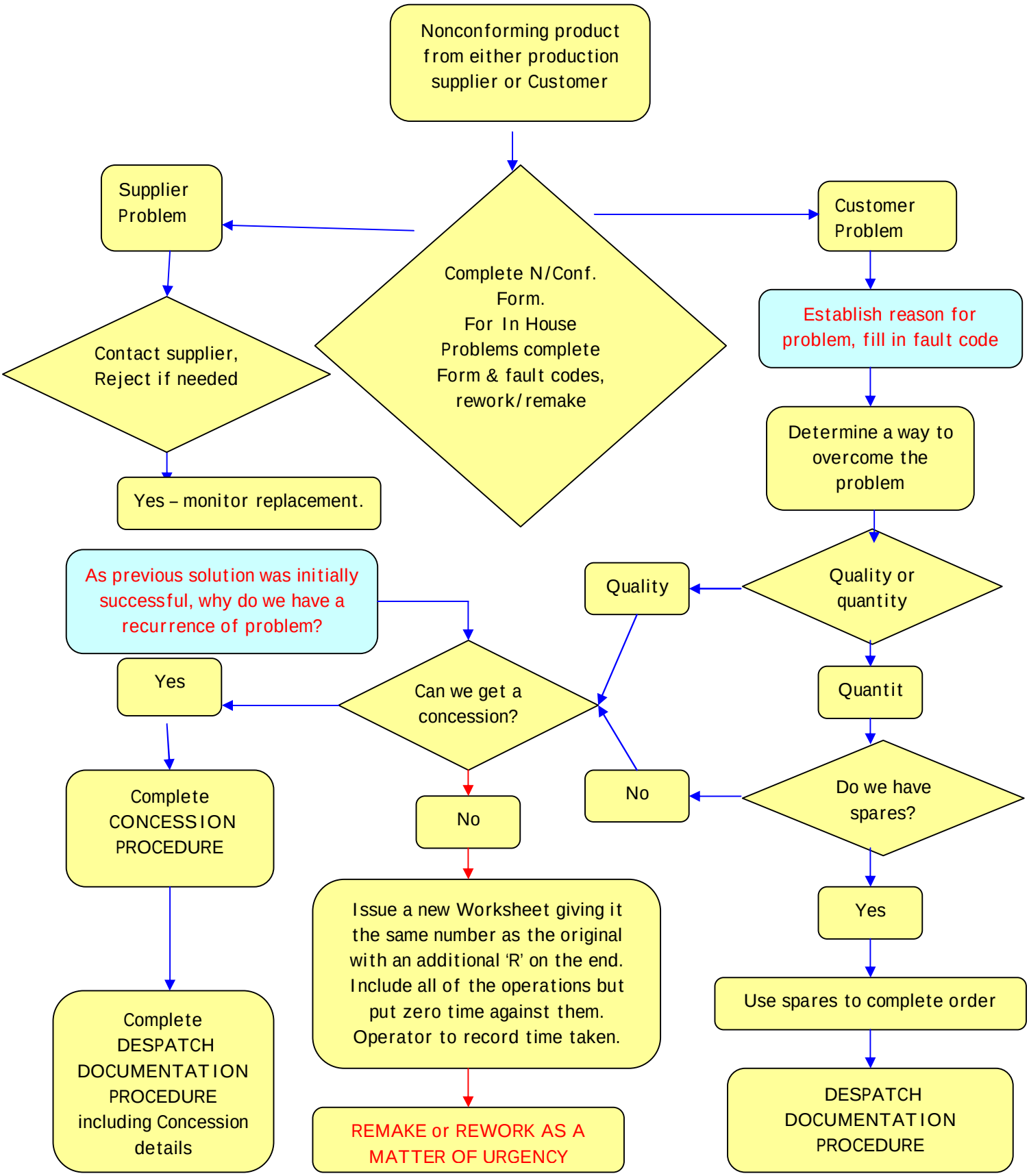
Nonconforming product from either production supplier or Customer
Complete N/Conf. Form. For In House Problems complete Form & fault codes, rework/remake
Supplier Problem
Contact supplier, Reject if needed
Yes – monitor replacement.
Customer Problem
Establish reason for problem, fill in fault code
Determine a way to overcome the problem
Quality or quantity
Quality
Quantit
Do we have spares?
No
Yes
Use spares to complete order
DESPATCH DOCUMENTATION PROCEDURE
As previous solution was initially successful, why do we have a recurrence of problem?
Can we get a concession?
Yes
No
Complete CONCESSION PROCEDURE
Complete DESPATCH DOCUMENTATION PROCEDURE including Concession details
Issue a new Worksheet giving it the same number as the original with an additional 'R' on the end. Include all of the operations but put zero time against them. Operator to record time taken.
REMAKE or REWORK AS A MATTER OF URGENCY