

Application and Use

Use Complaints & 8D to improve your processes, products or services. The integration of the PLATO methodology into the product/system structure offers ideal conditions for systematically implementing and documenting complaints-relevant processes.

With PLATO e1ns, quality methods are networked so that hidden causes of complaints are discovered with help by the FMEA and findings on product/process improvements are included in requirement and specification analyses.

Industries and Standards

PLATO Complaints & 8D is used for the processing of customer complaints. In addition, it serves as a solution for the sustainable elimination of problems and thus increases the competitiveness of the company as well as customer satisfaction.

PLATO Complaints & 8D supports the quality management system requirements of VDA, ISO 9001, IATF 16949, HACCP, ISO 13485, ISO 14971 and will be extended or adapted individually if required.

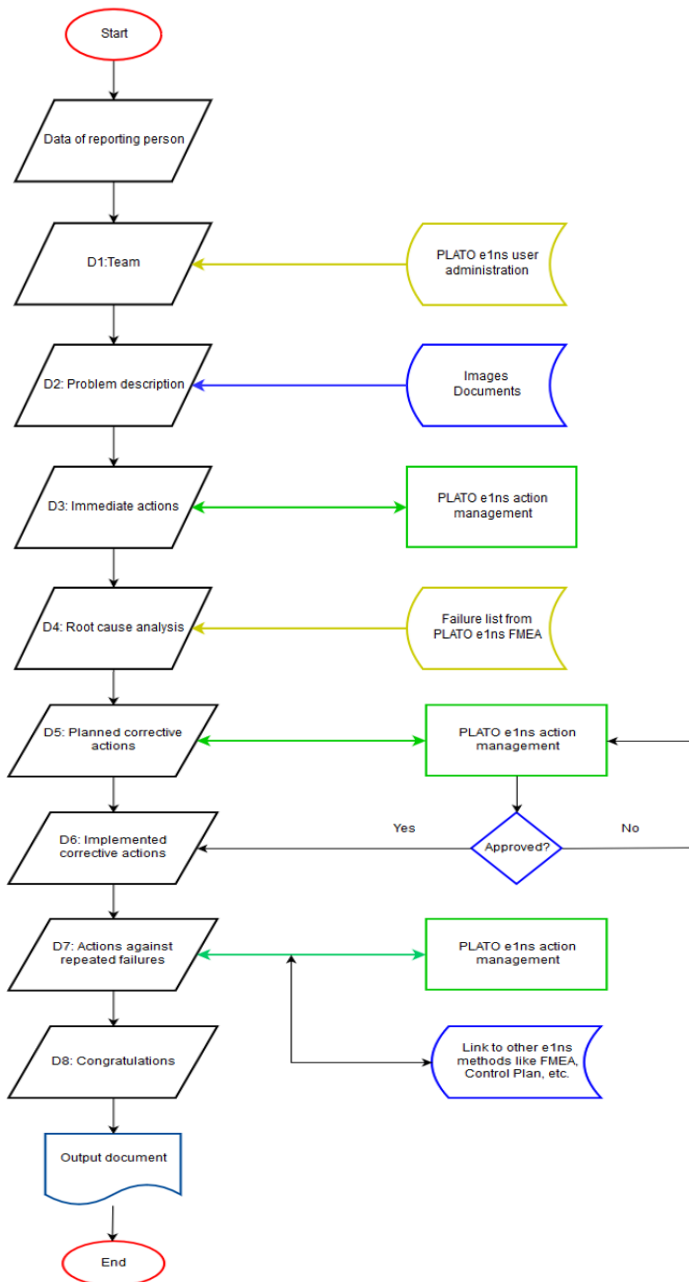


Fig.: Process for creating an 8D report.

Primary Focus and Functions

Comfortable action management incl. documentation

- Within the system structure, actions are assigned to the affected element and transferred to the central action management for monitoring and control.
- Verification documents in any form are stored with the action and are therefore also integrated into the system structure.
- Revision statuses can be traced and versioned via the document management system.
- Links within the action inform about revising documents within the PLATO e1ns methodological world (e.g. process FMEA, specifications, control plan etc.).

Consistent, current and easily available data

- Via the portal of e1ns, all parties involved can quickly find and view the activities, information, changes and result documents relating to the complaint.
- Verification document (8D Report) is up to date at the push of a button.
- PLATO Complaints & 8D is a web application and therefore available without (local) installation. Employees from all areas of the company have easy access - even worldwide.

Individual requirements are considered

- PLATO Complaints & 8D benefits from the PLATO method tool box.
- The standard forms of the 8D Report and the reporting form are supplemented with additional columns or data as required - depending on the internal requirements of a company.
- Data output can also be configured individually, depending on which documents are required for projects, customers or archiving.

Your Benefits

- Structured and controlled procedure in 8 process steps (VDA: 8 dimensions) for the permanent elimination of complaints.
- Provides traceable and analyzable documentation about the fault process.
- Avoidance of repeated faults through sustainable implementation of corrective and preventive actions.


Concern title Complaint 1, 13.3.2018 (D1-8)		Complaint no. C123	Complaint opening date 2018-03-13
Company of the notifier (customer) PLATO AG		Name of the notifier (customer) Marion Sievers	Email of the notifier (customer) marion.sievers@plato.de Telephone of the notifier (customer) +49451-93086-0
Part name Ball bearing 10 mm, K134	Quantity claimed 5	Revision 8D Report 1.0	Quantity delivered 200 Reason for complaint deviation
1 Team		2 Problem description	
User name	Department	Email	Comment
Huber H.	Research & Development	hhuber@example.com	040333-001
Fooken, Umno	Quality Management	ummo.fooken@plato.de	0451123456
			
			Axial run-out IS = 0.1
3 Immediate action(s)			
Check own stock levels		2018-11-30	
Check stock levels at customer		2018-11-30	
4 Root cause(s)			
Wear of the recirculating ball screw of the grinding machine		Failure class single failure	
5 Planned corrective action(s)			
Measurement of axial run-out in unloaded condition		Approver -	
Carry out clamping tests in order to determine the influence of the clamping pressure		-	
Include the spindle clearance check in the maintenance plan		-	
6 Implemented corrective action(s)			
Carry out clamping tests in order to determine the influence of the clamping pressure		Implementation date 2018-11-28	
7 Action(s) to prevent recurrence			
PFMEA		See PFMEA	Target date 2019-02-11
8 Congratulations			
Author 8D Report		Closing date supplier 2019-01-01	
Signature Plato		Ava Approver	

Fig.: Final document