QAA 4

Complaint Handling

Purpose

To fix a technical problem or a system fault in the event of a complaint as quickly as possible and effectively, Scherzinger Pump Technology calls for the use of the 8D method for team-orientated problem solving.

The so-called *8D report* (see *QAA 4, Appendix 1*) documents in a concise and condensed form the complaint process with the appropriate corrective actions.

Course of action

The supplier must submit a written response specifying emergency measures (*Discipline 1 to 3*) to the customer's recipient plant(s) within 48 hours after receipt of the complaint or within the reaction time specified in the inspection report.

The completed *8D report* must be processed by the supplier and sent to the customer within 5 working days after receipt of the complaint or the documents supporting it up to and including the period of the planned corrective actions (*Discipline 1 to 5*).

After initiating and verifying the corrective actions, the supplier sends the full *8D report* (*Discipline 1 to 8*) including evidence of the effectiveness of the initiated measures at the end of the complaint process.

If the customer does not agree with the contents of the *8D report*, the supplier is obligated to make improvements. Further details or intermediate results for the complaint handling must be made available to the customer on request.

Definition of the 8 disciplines

The supplier performs the following eight steps on his own authority as part of a problem solving process with the 8D method:

Discipline 1: Team

An interdisciplinary team must be put together to process the complaint. The team manager coordinates and reports all activities to the customer.

Discipline 2: Problem definition

The defect which has occurred must be defined as accurately as possible to avoid misunderstandings in further processing of the complaint. Questions to ask: who, what, when, where, why, how, how much.

Discipline 3: Emergency measures

To contain the damage, the affected stocks in production or in storage or at the subcontractors' premises, on the route to the customer or at the customer's premises must be immediately identified, quarantined, labelled or, if already delivered, returned.

The supplier shall, in consultation with the customer's recipient plant(s), determine which emergency measures (sorting out, 100% inspection, etc.) still need to be performed and check their effectiveness. The type and content of the labelling of the affected products or sorted subsequent deliveries should also be agreed.

Discipline 4: Cause of defect(s)

Standard analysis methods, such as for example “Ishikawa” (fish bone diagram) or “5 Why” must be used to determine the actual cause of the existing problem.

Discipline 5: Planned corrective action(s)

Along with determining the cause of the defect(s), it is the responsibility of the supplier to define effective corrective actions to solve the problem quickly. Evidence of the effectiveness of the measures must be given in writing.

Discipline 6: Initiated corrective action(s)

According to the effectiveness proven under *Discipline 5*, corrective action(s) must be determined with the affected customer’s plant, which reliably prevent re-occurrence of the defect.

Discipline 7: Preventing repetition of defect

Appropriate comprehensive measures must be taken to prevent re-occurrence of the defect in similar products or processes.

The product and process documentation, such as for example FMEA, control plan, guidelines, technical specifications, drawings, work instructions, must be updated according to the established defect(s) and associated corrective action(s).

Discipline 8: Evaluation of the team’s success / approval

The effectively initiated results from the teams are evaluated by the team manager and approved by the customer.

Applicable documents

Applicable Appendix for QAA 4
(see *www.scherzinger.de)*

Appendix 1 *8D Report Form*