

CUTform OÜ	Problem Solving Report	Date: 21.02.2013	Doc no: PRS123
		Type: Customer NCN	Initiator: Jack Sparrow
Department: Sales & Purchase		Customer: CUTform	Cust. NCN no: SNCN286

**1. Form a team**

Member	Position
Jack Sparrow	Quality Assurance
Leaf Tee	Engineering

**Background**

Part no / Project	ax0058
Description:	Bushing
Order no:	130221-8
Batch no:	130221-8
Rejected qty:	10 of 100

**2. Describe the Problem**

Outstanding sharp edge on the end of inner clearance. Operator placed the parts on the other end of the pallet. Rework label got lost. On the next shift another operator moved the parts as finished ones to dispatch area. Other operator did not notified the parts with sharp edge.

**Sketches, pictures, etc**

**Concerned products/processes**

Product	Comments
ax0056	

**Why was not detected**

Red lable got lost. Parts for rework were not separated from approved ones.

**Recurrence**

When	8D report no / NCN no
none	

**New detection method / Implementation date**

Area:		Planned:	
Workcell:		Actual:	
Method:	n/a		

**3. Containment actions**

Interim verification	Part no:	Batch	Qty	Qty NC	Duration	Comments
Check stock	ax0056	130111-2	125	0	1h	
Check stock	ax0058	130201-3	400	0	3h	

**4. Identify Root Cause / 5. Choose and Implement Corrective Actions / 6. Evaluate Results**

Causes	Actions	Resp.	Plan	Do	Check	Act	Method
Parts for rework were not separated from approved production	Order red plactic boxes and implement those in use.	JS	21.03.13	18.03.13	25.03.13	25.03.13	Audit
Rework lable got lost	Use lable-envelopes with sticker for rework labels as it is used for pallet labels	LT	22.02.13	22.02.13	25.03.13	25.03.13	Audit

**7. Prevent Reurrence**

Process / Part	Responsible	Plan	Do	Check	Act	Metod to verify	Comments
Working Instruction	JS	28.03.13	22.03.13	25.03.13	25.03.13	Audit	for handling of non-conform / not finished parts

**8. Congratulate the Team**

Lessons learned Regular process improvement needed.

Closed by: JS Date: 25.03.2013 Comments: