



TRAINING DOCUMENT FOR COMPLAINTS SUPPLIER PORTAL

How to deal with complaints at Maschinenfabrik Reinhausen's Supplier Portal

M R



SUPPLIER NOTIFICATION VIA EMAIL

Von: supplier@reinhausen.com [mailto:mail@supplier.reinhausen.com]

Gesendet: Montag, 23. März 2015 16:02

An: OIPS Hr Stich

Betreff: Maschinenfabrik Reinhausen's Supplier Portal: Complaint with ID #000200224410_0001 to be processed

Dear Sir or Madam,

You have received the complaint #000200224410_0001 from Maschinenfabrik Reinhausen. Please check and maintain it in the Supplier Portal of Maschinenfabrik Reinhausen <https://supplier.reinhausen.com/portal/mr/> as soon as possible.

In case you **don't have an account**, please contact @%creator%@ or in order to ensure that this complaint is available for processing.

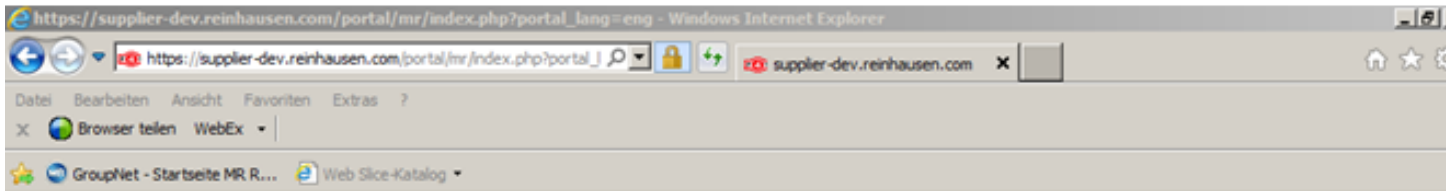
Best regards,

Supplier Portal of Maschinenfabrik Reinhausen

This is an automatically generated EMail, please do not reply. For administrative questions, please contact support@pool4tool.com. For complaint related issues, please contact your counterpart within the quality department.



OVERVIEW – LIST OF COMPLAINTS



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Keller & Kalmbach GmbH
Mr. Andreas Hoelzle
(alexander.stich)

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Customer complaints

Refresh Clear filter

Complaints 108 Entries found

1/6

Menu	Title	Ext. complaint no.	Causer	8D status	8D
		000200216590_0001	Keller & Kalmbach GmbH	●●●	
	siehe Objektverknüpfung	000200217215_0001	Keller & Kalmbach GmbH	●●●	
		000200218492_0001	Keller & Kalmbach GmbH	●●●	
		000200216501_0001	Keller & Kalmbach GmbH	●●●	
	Test 3D 3	000200216016_0001	Keller & Kalmbach GmbH	●●●	
		000200217200_0001	Keller & Kalmbach GmbH	●●●	
		000200220837_0001	Keller & Kalmbach GmbH	●●●	
	Kennzeichnung falsch	000200217983_0001	Keller & Kalmbach GmbH	●●●	
	siehe QM 200216069	000200216068_0001	Keller & Kalmbach GmbH	●●●	
		000200220124_0001	Keller & Kalmbach GmbH	●●●	
		000200220124_0002	Keller & Kalmbach GmbH	●●●	



COMPLAINT DETAIL

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Complaint no.	000200220823_0002	Created	2015-02-06 08:17	Created by	Alexander Stich (STICH)
P4T ID	173	Modified	2015-03-10 12:00	Modified by	Andreas Hoelzle (alexander.stich)

Supplier comment

Customer information

Title	Bilddoku vorhanden	Process:	Supplier complaint	Status	8D_ACCEPTED	
ZZQMSACHB	Hr. Rankl C.			Complaint type	0	
ZZMODELLNR	450970					
ZZKST	660					
work place	MR-INTERN					
ZZMERKMAL	Versatz					
ZZKOSTEN	0.00					
ZZVERWCODE	R11 - REJECT Rework internal					
Complaint position						
	Material Nr.	Material name	GR amount	Contested	Acknowledged	Returned
	Supplier Mat.-Nr.					
	450970	EYE BOLT 580	100,00	4,00	4,00	0,0
File	<input type="text"/> <input type="button" value="Durchsuchen..."/> <input type="checkbox"/> Private file					
	<input type="button" value="Save"/>					
Causer	100290 Keller & Kalmbach GmbH					
Location	MR					

importend for ppm! please check it

ERROR INFORMATION

Error information				
Error description				
Errortype	Name	Category 1	Description	
	Maß zu klein	Maß zu klein	Die Länge 6,00-6,30mm beträgt 5,49-5,69mm.	
Required response				
	Response type	Answer expected until	Step	Finished until
	8D - Report	2014-08-06	Step 1	2014-08-07
			Step 2	2014-08-11
			Step 3	2014-08-11
			Step 4	2014-09-04
			Step 5	2014-09-04
			Step 6	2014-09-04

ACTION CLUSTER

Response type
None
8D - Report
8D - Report
3D - Report
3D - Report
3D - Report
8D - Report
8D - Report
8D - Report
None
None
None
None
None
None
8D - Report
8D - Report
None
None
None

Note:

- Depending on the demand / expression of the Maschinenfabrik Reinhausen is a claim processed.
- There are three different exposure levels for this purpose
 - 0D: no feedback (complaint just for info on supplier)
 - 3D: short confirmation Instant Action (3D - Report is to be completed by supplier)
 - 8D: 8D Report (8D report must be completed by supplier)
- The processing of each step must be completed up to the defined deadlines . The appointments are subject to automatic reminders and are a factor for the supplier assessment by Maschinenfabrik Reinhausen .

8D- REPORT STRUCTURE

Step 1: Team - Status: 🟡🟡🟡 finished:

Teamleader* Dijoux Jérôme Teammembers A. CARDOSO

Step 2: Error description - Status: 🟡🟡🟡 finished:

Status* Accepted

Error description* Dimension of 28,5 (0/+0,5) out of tolerance

File

Step 3: Immediate measures - Status: 🟡🟡🟡 finished:

Immediate measures at customer		Description	Status	End date End time	Finish date Production start	Responsible Affected parts
<input checked="" type="checkbox"/> Save		Sorting out of the parts but for dimension 17 ±0.2 (the more restrictive tolerance)	<input checked="" type="checkbox"/>	2015-11-18 12:00:00	2015-11-18	Dijoux Jérôme

Immediate measures at supplier		Description	Status	End date End time	Finish date Production start	Responsible Affected parts
		Nacharbeit / Sortierprüfung d. Lieferant	<input type="checkbox"/>			
		8D-Report erforderlich bis spätestens	<input type="checkbox"/>	2015-10-30		
		No stock on this reference	<input type="checkbox"/>	2015-11-18	2015-11-18	Dijoux Jérôme

important: you have to save every step and check it !

8D- REPORT STRUCTURE

Step 4: Reasons - Status: ●●● finished:

Error process*	Error process ID*	Error process description
Tooling		Wrong position of the forging tool

no.	Short description*	Reason
225	Conception	During the machining of the forging tool, we had 0,1 of difference between dimension 17±0,2 and dimension 28 (0/+0,5)
226	Control	During the forging process we checked only the dimension 17 ±0,2

Step 5: Planned corrective actions - Status: ●●● finished:

Planned corrective action(s)	Reason	Name*	% Effectiveness	Status	Start date	Production start
		Description	Effect	Priority	Planned end date	
Control	Control		100	✔ medium	2015-11-18 2015-11-18	

Step 6: Established corrective actions - Status: ●●● finished:

Taken corrective action(s)	Reason	Name*	% Effectiveness	Status	Start date	Production start
		Description	Effect	Priority	Planned end date	
Conception	Forging tool		100	✔ medium	2015-11-18 2015-11-18	

Step 7: Preventive measures - Status: ●●● finished:

Preventive corrective action(s)	Reason	Name*	Status	Start date	Production start
		Description	Priority	Planned end date	
Control	Machining process		● medium	2015-11-18 2015-12-31	Dijoux Jérôme

Step 8: Finish comment - Status: ●●● finished:

Updated quality documents

FMEA
 Control plan
 Instructions

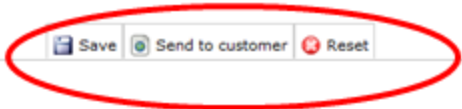
Responsible:

Responsible: Dijoux Jérôme

Responsible:

Finishing comment

Customer comment





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● MISCELLANEOUS				
	19.03.2015		Training material supplier portal	4.33 MB
	23.06.2014		Declaration of Data Protection of the Supplier Portal of Maschinenfabrik Reinhausen GmbH	0.01 MB
	23.06.2014		Terms of Use of the Maschinenfabrik Reinhausen GmbH Supplier Portal	0.07 MB

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Thank you for your attention !

THE POWER BEHIND POWER.

www.reinhausen.com

