Improsys

Customer Complaint Software

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FAST QMS – Features

Simplicity and User friendliness.

Helps to improve your daily routine work and pending task.

Improves your productivity by avoiding the repetitive task.

All relevant data at ease. Faster data retrieval.

FAST QMS - Features

Designed for manufacturing environment.

No jargons. Simple language used.

Knowledge of Goggle Search and Email is just sufficient to operate.

Only business knowledge required to operate.

FAST QMS - Features

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- Responsive and personalized interface designed for end users
- Customization done to suit business needs.
- Latest technology of Visual Studio 2017 & .NET framework 4.0 used.
- Supports Email, SMS & WhatsApp connectivity.
- Compatibility with Excel, Word and PDF.
- Follows IITF 16949 and ISO 9001 standards
- Software is secured at an access level and data view level.
- Multi Language Support

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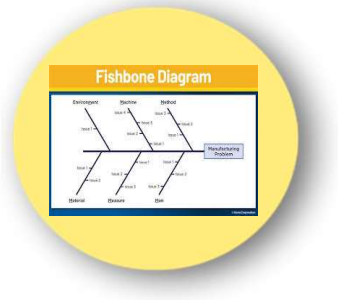
FAST QMS - Benefits

Enhances and increases operational efficiencies.

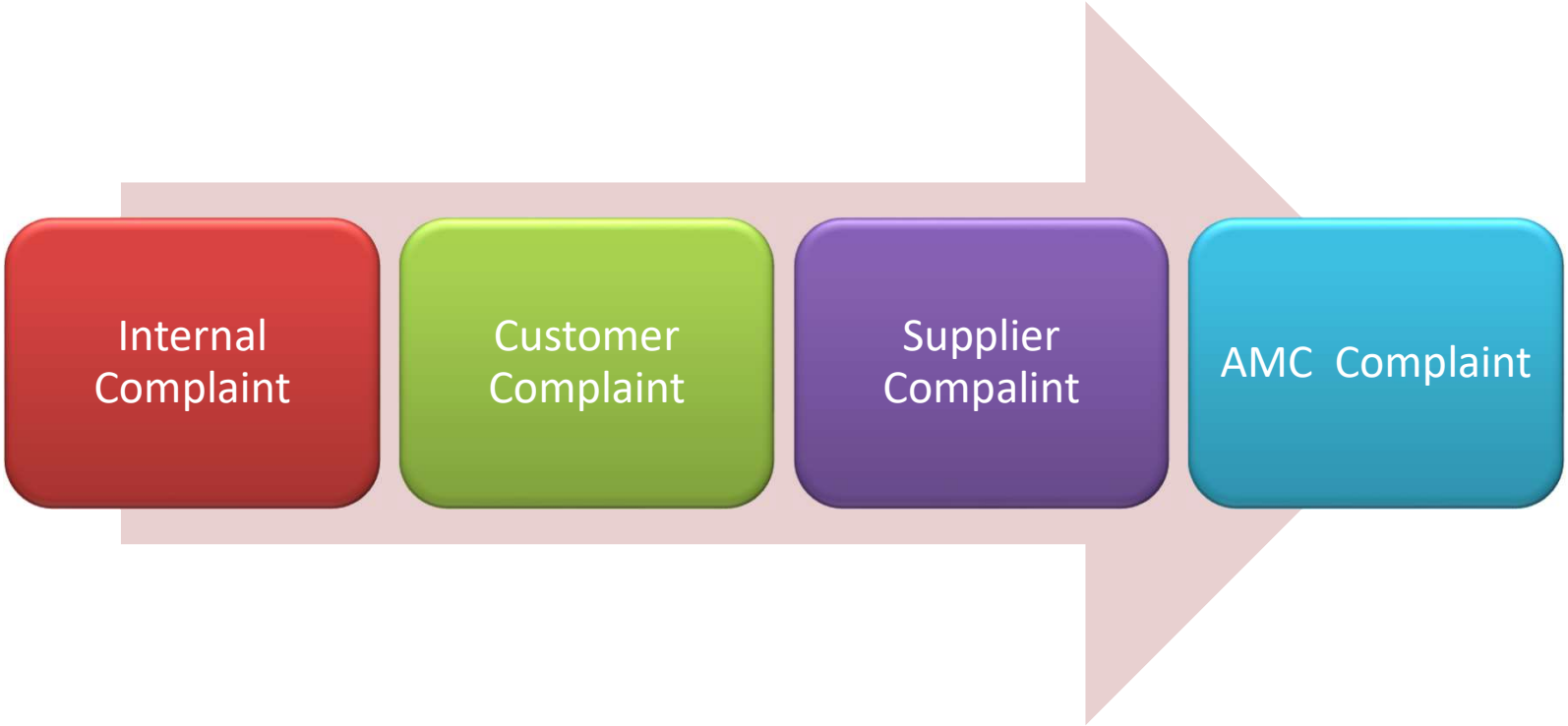
Provide notifications and reports facility.

Recording and tracking customer concerns & complaints.



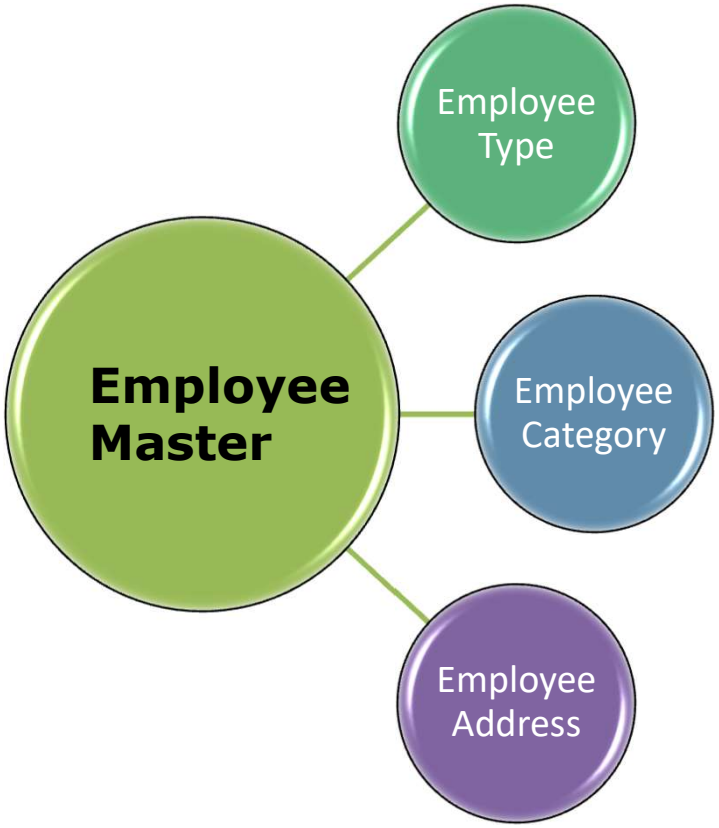
Investigation results, root cause analysis and recommended actions.

Customer Complaint Management – Types of Complaint



Employee/User Master

Customer Complaint Management – Employee/User Master



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Customer Complaint Management – Employee/User Master

- Facility to add employee and their details.

Employee Details

Employee Category: SALES
Employee Type: ENP
Employee Code: E002
Employee Name: RAVIRAJ DESHPANDE
Employee Status: Active

Add Employee

Addresses

Employee Address Details

Address Type: Main Address
Contact Person Name: RAVIRAJ DESPANDE
Contact Number: 9876453254
Address 1: OM APARTMENT,
City: Pune
Address 2: near ghandoba mandir
Pin: 411035
Address 3: kasarwadhi
State: Maharashtra
Country: India
Address Status: Active

Add Address

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Customer Complaint Management – Employee/User Master

- Facility to view all Employee related information report.

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Summary Report

Sr. No.	Employee Code	Employee Name	Contact Person	Address1	Address2	Address3	City	State	PIN	Contact No.
1	GST001	GUEST USER								
2	P036	ARCHANA NIPHADKAR					PUNE	MAHARASHTRA	111111	
3	P047	MEDHA LAD	PRAVIN LAD	FLAT NO 18	NEW FRIENDS SOCIETY	KOTHRUD	PUNE	MAHARASHTRA	411038	9922556660
4	P047	MEDHA LAD	PRAVIN LAD	FLAT NO 18	NEW FRIENDS SOCIETY	KOTHRUD	PUNE	Maharashtra	411038	9922556660
5	P047	MEDHA LAD	PRAVIN LAD	FLAT NO 18	NEW FRIENDS SOCIETY	KOTHRUD	PUNE	Maharashtra	411038	9922556660
6	P047	MEDHA LAD	PRAVIN LAD	FLAT NO 18	NEW FRIENDS SOCIETY	KOTHRUD	PUNE	Maharashtra	411038	9922556660
7	P005	KEDAR GARUD		CHINCHWAD			PUNE	MAHARASHTRA	111111	
8	P005	KEDAR GARUD	SUNITA GARUD	CHINCHWAD			PUNE	Maharashtra	111111	9822052143
9	P005	KEDAR GARUD	SHAILENDRA NIPHADKAR	PUNE			PUNE	Maharashtra	0	8308742300
10	P005	KEDAR GARUD	SHAILENDRA NIPHADKAR	PUNE			PUNE	Maharashtra	111111	8308742300
11	P005	KEDAR GARUD	SHAILENDRA NIPHADKAR	PUNE			PUNE	Maharashtra	111111	8308742300

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Customer Complaint Management – Employee/User Master

- Facility to add user and their details.

Add New User User License : 10 / 40

User Name
Company Email ID
Company Email Password
Mobile No
User ID
Password
Confirm Passsword
User Role: Admin
Contact Type: CompanyHead
User Status: Active
User Color: #000000

Add User

Available Users

Sr.No.	Login ID	Name	Email Id	Mobile No	Role	Contact Type	Status	Color		
1	abhijeet	Abhijeet Harale	abhijeet@improsys.in	8888454629	Senior Software Developer	Field Engineer	Active	#33CCFF	De-Active	Edit
2	abhijit	Abhijit Choudhary	abhijit.choudhary@gmail.com		Director US	Field Engineer	De-Active	#9999FF	De-Active	Edit
3	abhishek	Abhishek Samang	abhisheksamang@gmail.com	8446217455	Software Developer	Field Engineer	De-Active	#FFCC33	De-Active	Edit
4	ajay.m	Ajay Mahindrakar	improsys.crm@gmail.com	0	Industrial Engineer	CompanyHead	De-Active	#FFCC66	De-Active	Edit
5	akshay	Akshay Dongare		0	Marketing Engineer	CompanyHead	De-Active	#99FFFF	De-Active	Edit
6	amey	Amey Bhavsar	amey@improsys.in	9970678817	Industrial Engineer	CompanyHead	Active	#CCCCFF	De-Active	Edit
7	anil.mande	Anil Mande	abc@gmail.com	9999999999	Director US	CustomerRepres	De-Active	#000000	De-Active	Edit

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Customer Complaint Management – Employee/User Master

- Facility to add role and their code.

Add Role

Role Code

Role Name

Add Role

Available Role

Role Code	Role Desciption	
ADM	Admin	Edit
Admin	Functional Administrator	Edit
Devlop	Software Developer	Edit
DIU	Director US	Edit
IE	Industrial Engineer	Edit
ME	Marketing Engineer	Edit
PJ	Project Trainee	Edit
R&D	Research & Developement	Edit
SD	Senior Software Developer	Edit

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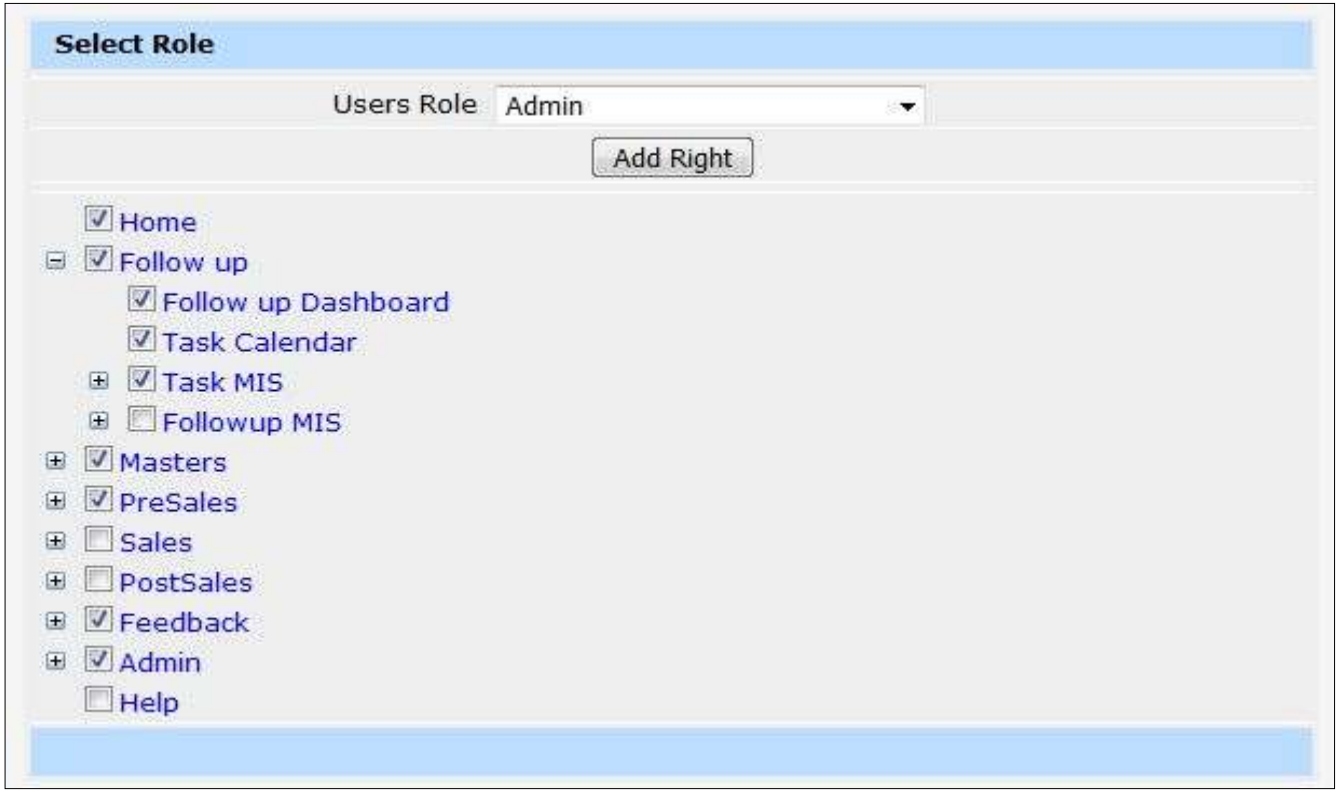
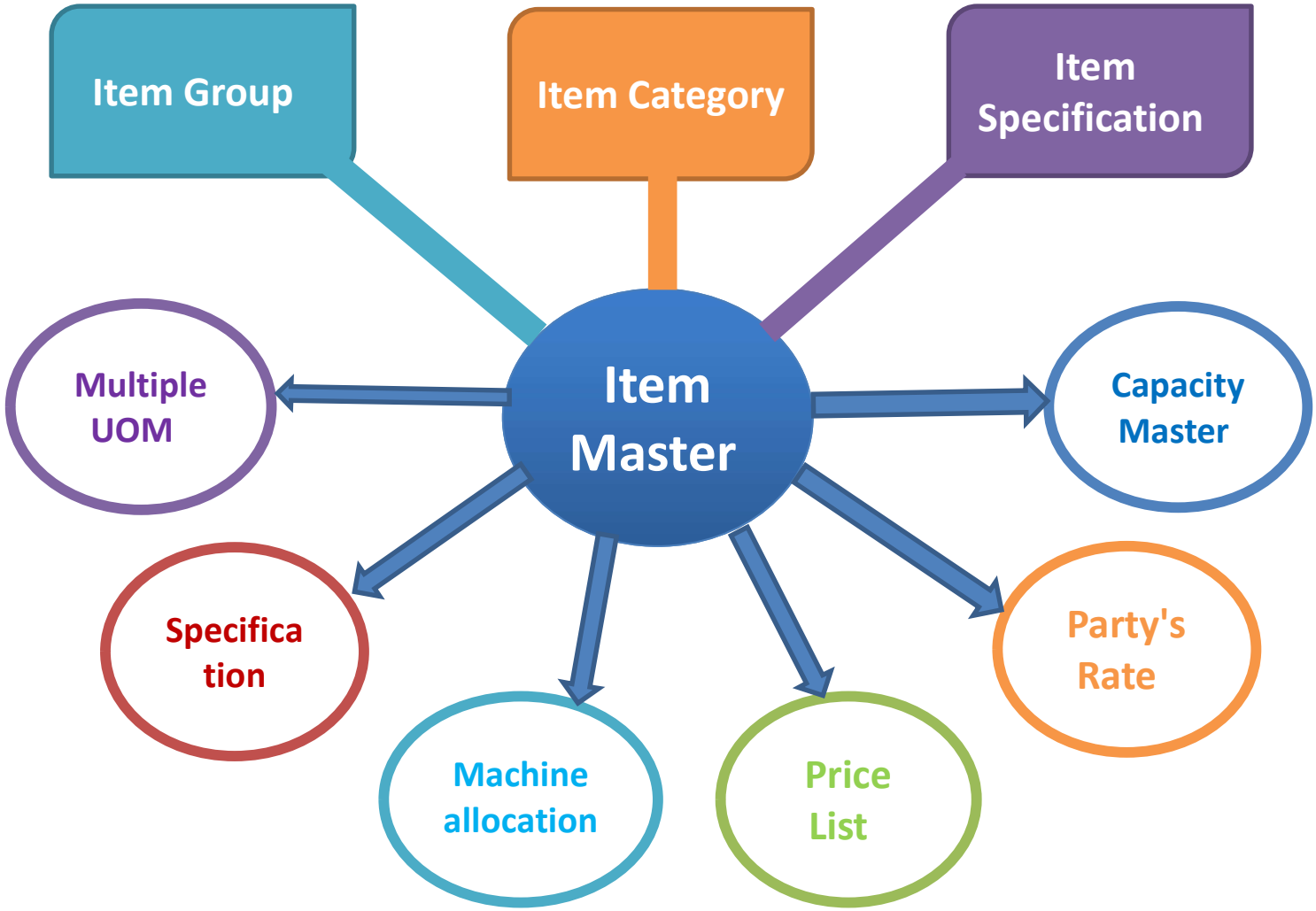
Customer Complaint Management – Employee/User Master

- Facility to add role rights vs. user to their view screen.



Item Master

Customer Complaint Management – Item Master



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Customer Complaint Management – Item Master

- Facility to add item and their details.

Please enter Item details

Item Code Type: Manual
Item Group : Softwares
Item Type : Resource
Category Name: Design and Development servic
Item Code: SO97
Item Name: complaint management Report
Alias Name : 73269099
Inventory UoM : No./Day
Sales Price : 15000
MRP Price : 0
Default Currency: INR

Parameter	Value	Apply	Fix	Print Sr
Pressure Range		☐	☐	1
Drawing No.		☐	☐	2
Standard		☐	☑	3
Paper Size		☐	☐	4

Save Item & Exit | Save & Add Next Item

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Customer Complaint Management – Item Master

- Facility to view all item group & category wise report.

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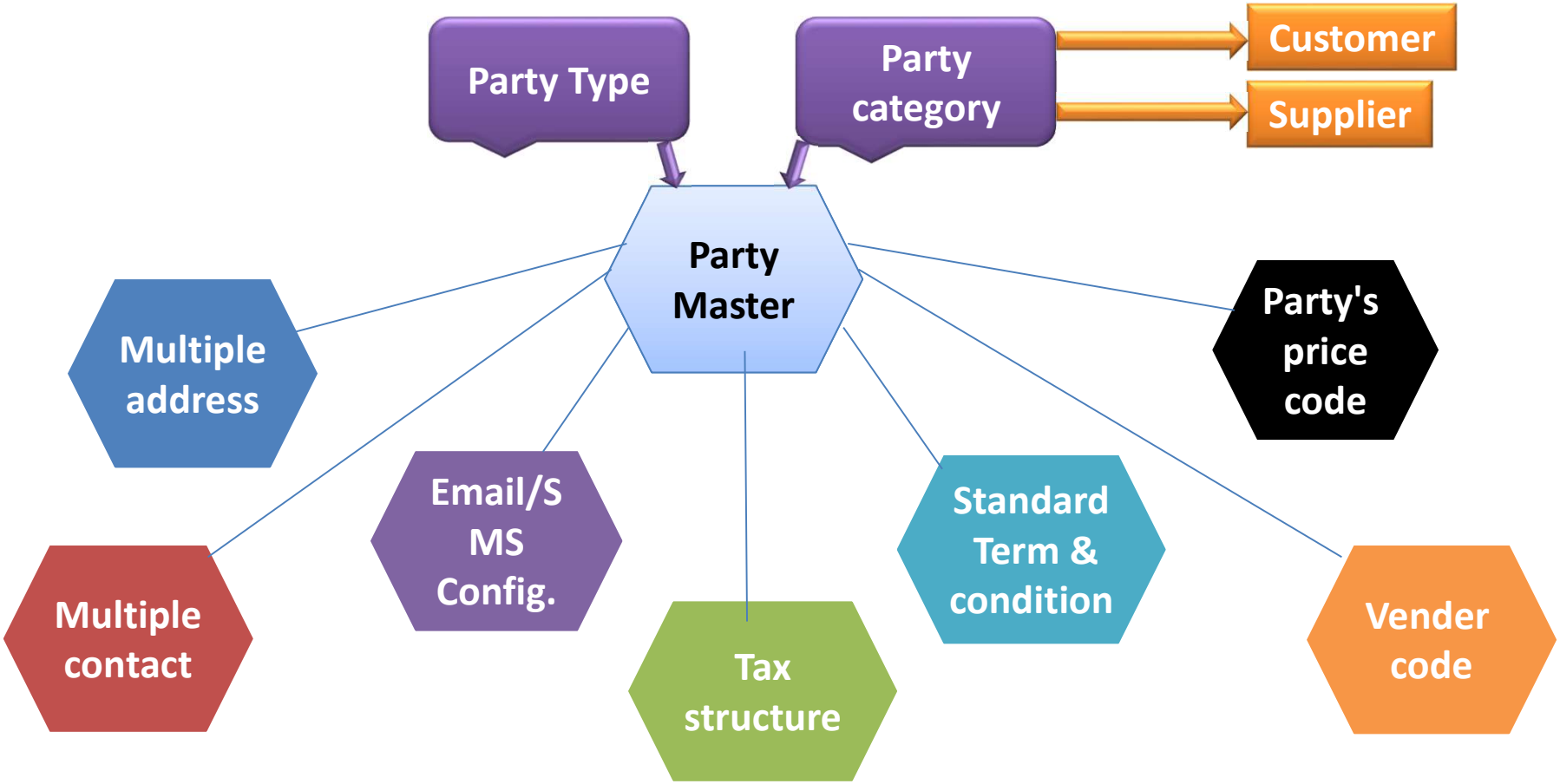
Item Report For All

Sr No	Item Code	Description	Item Category	Item Group	Item Type	UOM	Price	Reorder Quantity	Minimum Quantity	Maximum Quantity:
1	MIIS	Modifications In Inventory Management Software	Design and Development services	Development	Materials	No	10000.00	0	0	0
2	SBSCMS	Server Based Suply Chain Management Software	Design and Development services	Development	Materials	No	5000.00	0	0	0
3	ECMC	ERP and CRM Maintenance Charges	Infrastructure Provisioning Services	Services	Materials	Per Month	14000.00	0	0	0
4	SMC	Software Maintenance Charges	Infrastructure Provisioning Services	Services	Materials	No	5000.00	0	0	0
5	BPRP01	Business Process Re-engineering - Phase 1	Consulting Services	Consulting	Materials	No	13000.00	0	0	0
6	BPRP02	Business Process Re-engineering - Phase 2	Consulting Services	Consulting	Materials	No	12000.00	0	0	0
7	BPRP03	Business Process Re-engineering Phase 3	Consulting Services	Consulting	Materials	No	17000.00	0	0	0
8	CWSTS	Consulting for work study and time study activities	Consulting Services	Consulting	Materials	No	11000.00	0	0	0
9	PIC	Consultancy for productivity improvement	Consulting Services	Consulting	Materials	No./Day	10000.00	0	0	0

Party Master

Customer Complaint Management – Party Master



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Customer Complaint Management – Item Master

- Facility to add party and party related information.

Add New Party

Party Category	My Company	Party Type	Private Ltd
Party Name	IMPROSYS	Party Code	IMPROSYS07

Party Address

Address Type	Main Address
Address Line 1	JAI GANESH VISION 29A
Address Line 2	near Inox Theatre
Address Line 3	akurdi
City	Pune
Pin	411035
State	Maharashtra
Country	India

Party Contacts

Contact Purpose	EmailandSms
Contact Type	CustomerHead
Person Name	KAVITA RANE
Department	Select
Phone No	
Mobile No	7720022233
Fax No	
Email ID 1	KAVITA@GAMAIL.COM
Email ID 2	improsys@gamil.com
Location	Pune
Date Of Birth	17-Sep-1997
Aniversary	

Save Party Details

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Customer Complaint Management – Party Master

- Facility to view all party group & type wise report.

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Maharashtra
India

Tel.:+91-020-46700036
Fax:
Email :crm@improsys.in
Web Site: http://www.improsys.in

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Summary Wise Party Report As On 02/Apr/2020

Sr.No	Category	Party Type	Party Code	Party Name	Address	City	State	PIN	Contact Person	Contact No
1	Interior Decorator	Private Ltd	3RLIGHT01013	3RLIGHT	plot no p-119/120 MIDC manik colony behind vithal rukhimi mandir dhanori	Ahmednager	Maharashtra	411015	ravindra kajeva	8087778444
2	OTHER	Private Ltd	6VISSION935	6vission	- - -	-	Maharashtra	0	mohamed ibrahim	966572315207
3	Food Processing	Private Ltd	7HEAVENA1077	7Heaven Agro Foods	-	-	Maharashtra	0	Upender Singh	9818145991
4	Industrial	Private Ltd	A2Z4YOUP1146	A2Z4YOU Private Limited	D.No. 28-5-154-2A Housing board,opp Vijayanagar Law College,	Anantapur,	Andhra Pradesh	0	Jagadeesh	9701260486
5	Customer	Private Ltd	A2ZAGRIT961	a2z agri technology pvt. ltd.	PL NO -9, HARSOOL, MHASOBA MANDIR BACK SIDE,	AURANGABAD	Maharashtra	431001	Anil	7218515551
6	Industrial	Exhibition	AABHAENT227	Aabha Enterprises	Walvekarnagar	Pune	Maharashtra	411009	Rahul Vijay Shah	9422502552
7	Industrial	Private Ltd	AACORD00197	Aacord	116/3, Sitai Indl Est., Beside Omega heritage, DSK Vishwa rd., Dhayari, Pune www.aacord.com	Pune	Maharashtra	411041	Mr M.K.Patil	2469001754
8	Industrial	Private Ltd	AAKKAMAN977	AAK Kamani Pvt.Ltd.	VILLAGE HONAD, TAKAI ADOSHI ROAD, POST-SAJGAON,TAL-KHALAPUR,	KHOPOLI	Maharashtra	410203		
9	Industrial	Private Ltd	AARUSHFI1006	Aarush fire System pvt ltd	office No 4 Second floor rahi chambers opp to poona hospital sadashiv peth	pune	Maharashtra	411030	Rahul Jadhav	7447411101
10	Industrial	Private Ltd	AAS000001247	AAS	--	--	Maharashtra	0	AAS	455434432
11	Industrial	Exhibition	AASRAA00243	AASRAA	Bhayandar	Thane	Maharashtra	401105	salauddin shaikh	9820094429

Complaint Dashboard

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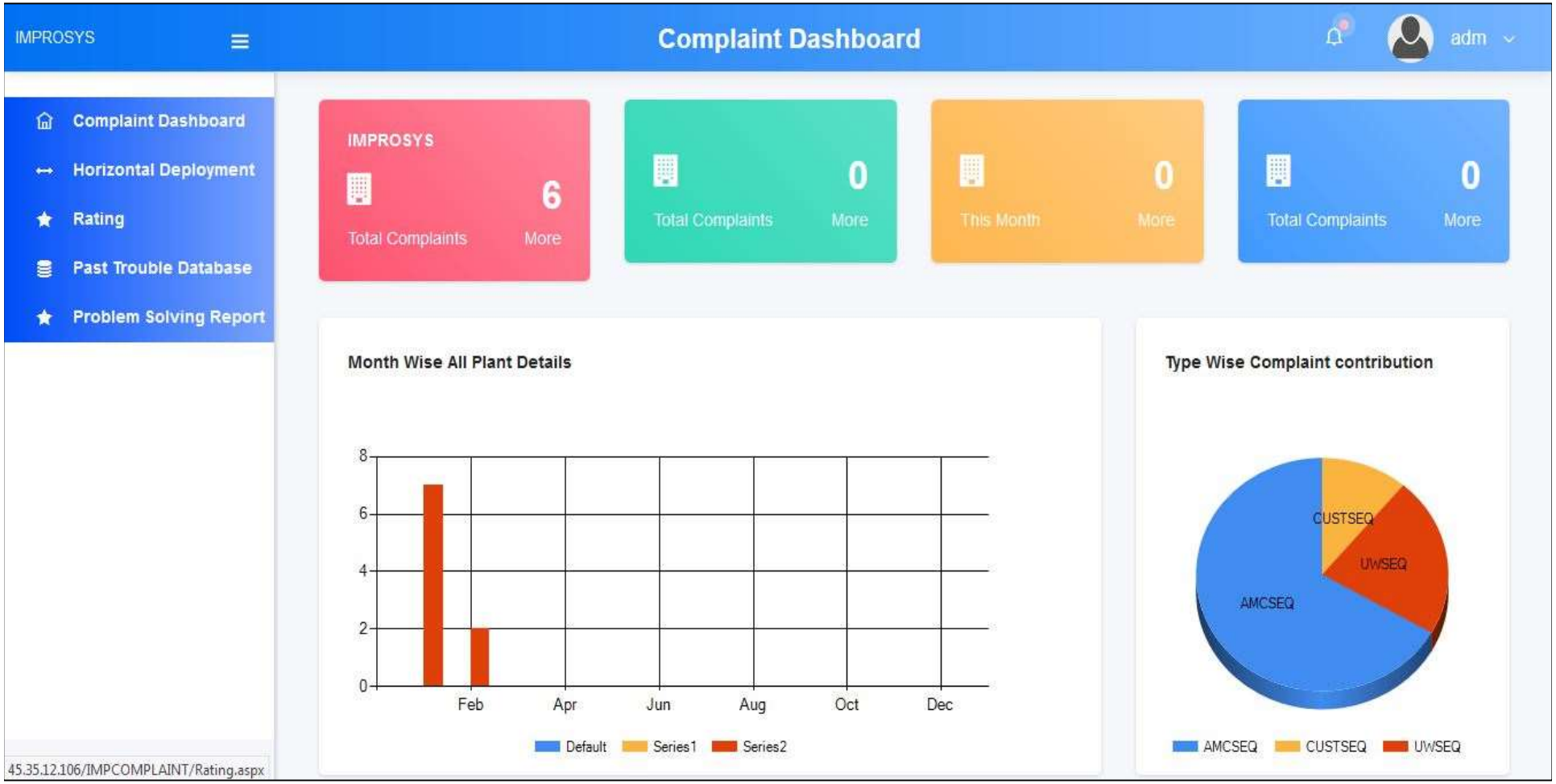
Customer Complaint Management – Dashboard



Complaint Dashboard

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Customer Complaint Management – Dashboard

Complaint Entry : SE/0080/19-20/19

From Complaint + | + From Previous Action 18: 11: 01 Status

Enter Party Name

BACK

D1-Problem Solving Team

D2-Problem Description

D3-Containment Action

D4-Root Cause Analysis

D5-Verification & Validation

D6-Potential Corrective Actions

D7-Preventive Corrective Actions

D8-Lesson Learned

Add New Complaint

Sr No	Complaint No	Complaint Description	Category	D1	D2	D3	D4	D5	D6	D7	D8
1	SE/0080 /19-20/19	Combo set of Maxer Hand Instruments (Set of 14) Trocar MF 1 1mm - 2 nos, 5.5 mm automatic - 2 nos, reducer silicone Veress Needle, Suction Irrigation 5 mm, Hook Electrode with cable, Scissor - 1, Dissector - 1, Grasper - 2, Clip Applicator-1no, Bipolar f	AMC Service	✓	✓	✓	✗	✗	✗	✗	✗
2	SE/0079 /19-20/19	Pentaled 12: ceiling,Single dome:Fix colour Temp,Variable brightness	AMC Service	✓	✓	✓	✓	✓	✗	✗	✗
3	SE/0078 /19-20/19	CCD-100(980003)	AMC Service	✓	✓	✓	✗	✗	✗	✗	✗
4	SE/0077 /19-20/00	LED Driver Board	AMC Service	✗	✗	✗	✗	✗	✗	✗	✗

FAST QMS – Customer Complaint

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Customer Complaint Management : D0–D8 Stages

- **D0** • Customer Complaint Entry
- **D1** • Problem Solving Team
- **D2** • Problem Description
- **D3** • Containment Action
- **D4** • Root Cause Analysis
- **D5** • Verification and Validation
- **D6** • Potential Corrective Action
- **D7** • Preventive Corrective Action
- **D8** • Lesson Learned

D0 – Customer Complaint Entry

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Customer Complaint Management – Complaint Entry

- Facility to add new complaint against party.

D0- New Complaint Entry

Customer Complaint Header

Party Name: Shiv-Om Brass Industries
Complaint Type : Data Related
Due Date : 20-Mar-2020

Mobile : 9979890660
Email ID : pjadeja@shivombrass.in
City : Jamnagar,Gujarat

Address : Plot No, 3690/3691,Road 7,Pramukhswami Circle G.ID.C,Phase 3, Dared

Problem Severity : High
Phenomena : Bug
Plant : IMPROSYS

Sr No	Document No	Party Name	Date
1	SE/0009/19-20/92	Shiv-Om Brass Industries	18/Mar/2020

D0 – Customer Complaint Entry

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Customer Complaint Management – Complaint Entry

- Facility to add complaint against item related information.

D0- New Complaint Entry

Complaint Details

Item Code: | Item Description: QMS Server Charges | Qty:

Customer Complaint Details: | ☑ Send Alert to Customer

Upload Files: Browse... No file selected. | File Description: Image for reference actual what happened indication | File Type: Referance File

Add Item

Data Insert Successfully

Complaint Items

Sr No	Item Code	Item Description	Customer Complaint	attachment	Delete
1	QSC	QMS Server Charges	In online inspection entry time Sr. No. not in sequence & report also not open. (Item code : 2524 , Inspection No : OIR/19-20/21569)	attachment	Delete

D1 – Problem Solving Team

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Customer Complaint Management – Problem Solving Team

- Facility to add complaint against employee.

D1-Problem Solving Team

D2-Problem Description

D3-Containment Action

D4-Root Cause Analysis

D5-Verification & Validation

D6-Potential Corrective Actions

D7-Preventive Corrective Actions

D8-Lesson Learned

D1-Problem Solving Team

Team Details

Customer representative: Parakram Jadeja | Contact Number: 9979890660 | Email ID: pjadeja@shivombrass.in

Employee : Select | Role: Select | Appointment Date: 23/Mar/2020

Add Employee

Employee Details

Sr No	Name	Designation	Mobile No	Email	Delete
1	Parakram Jadeja		9979890660	pjadeja@shivombrass.in	Delete
2	Raviraj Deshpande	Industrial Engineer	7720044490	raviraj@improsys.in	Delete
3	Abhijeet Harale	Senior Software Developer	8888454629	abhijeet@improsys.in	Delete

D2 – Problem Description

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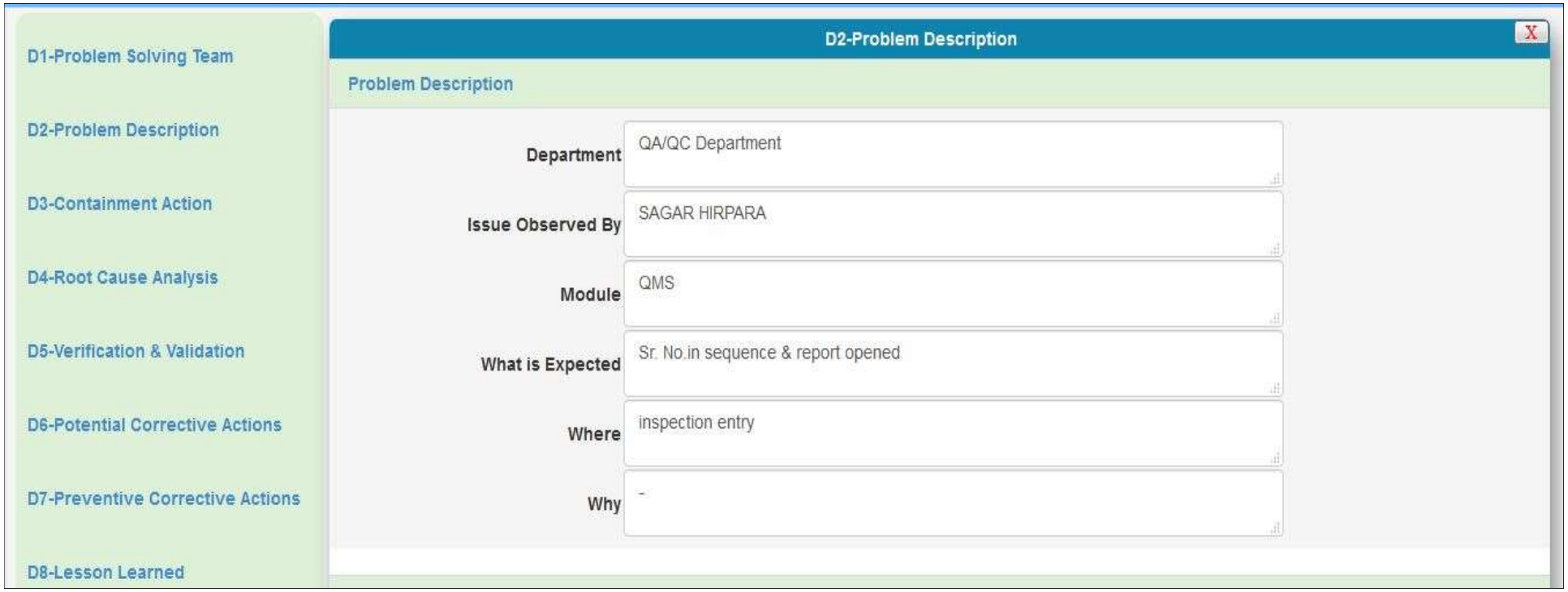
Customer Complaint Management – Problem Description

- Facility to add problem description against complaint.



D2 – Problem Description

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Customer Complaint Management – Problem Details (Suspected Quantity)

- Facility to add actual where is problem and their quantity.

Problem Details

Sr No	Details	Qty
1	Entry Screen	1
2	Edit Screen	
3	Output Report	
4	MIS Report	
5	Dashboard	

Add Details

« Previous Next »

D3 – Containment Action

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Customer Complaint Management – Containment Action

- Facility to add what action we have taken against problem.

D2-Problem Description
D3-Containment Action
D4-Root Cause Analysis
D5-Verification & Validation
D6-Potential Corrective Actions
D7-Preventive Corrective Actions
D8-Lesson Learned

Containment Action: check database and discussion with developer

Containment Identification: Problem is identify in database mistakenly Sr no is deleted

Containment Start Date: 23-Mar-2020

Containment End Date: 27-Mar-2020

Containment Status: Yes

Responsibility: Raviraj Deshpande

PPM: -

Attachment: Browse... No file selected. Upload

D3 – Containment Action

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Customer Complaint Management – Containment Action

- Facility to add responsible person & their status against action.

Sr No	Details	Details	Responsibility	Status
1	Dashboard		SELECT	SELECT
2	MIS Report		SELECT	SELECT
3	Output Report		SELECT	SELECT
4	Edit Screen		SELECT	SELECT
5	Entry Screen	1	Ravirai Deshpande	In-Progress

Add Details

« Previous Next »

D4 – Root Cause Analysis

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Customer Complaint Management – Root Cause

- Facility to add problem related causes description.

D4-Identify Root Cause

Identify Root Cause

Doc No :-6717

Complaint Details :-Combo set of Maxer Hand Instruments (Set of 14) Trocar MF 1 1mm - 2 nos, 5.5 mm automatic - 2 nos, reducer silicone Veress Needle, Suction Irrigation 5 mm, Hook Electrode with cable, Scissor - 1, Dissector - 1, Grasper - 2, Clip Applicator-1no, Bipolar f

Item Code	MaxerLapSET14	Item Description	Combo set of Maxer Hand Instruments (Set of 14) Tro
Complaint Code	SE/0080/19-20/19	Complaint Description	Test Complaint data

Cause Detail

Cause Description

Cause Group: SELECT

Cause Category: SELECT

Position No

Verification

Selected Resource: Test Complaint data

- Test Complaint data
  - Manpower Issue
    - cause1
  - Material Quality issue
    - Material problem
  - Machine Problem
    - Power issue

View Fishbone

Add | Delete

Save & Exit

D4 – Root Cause Analysis

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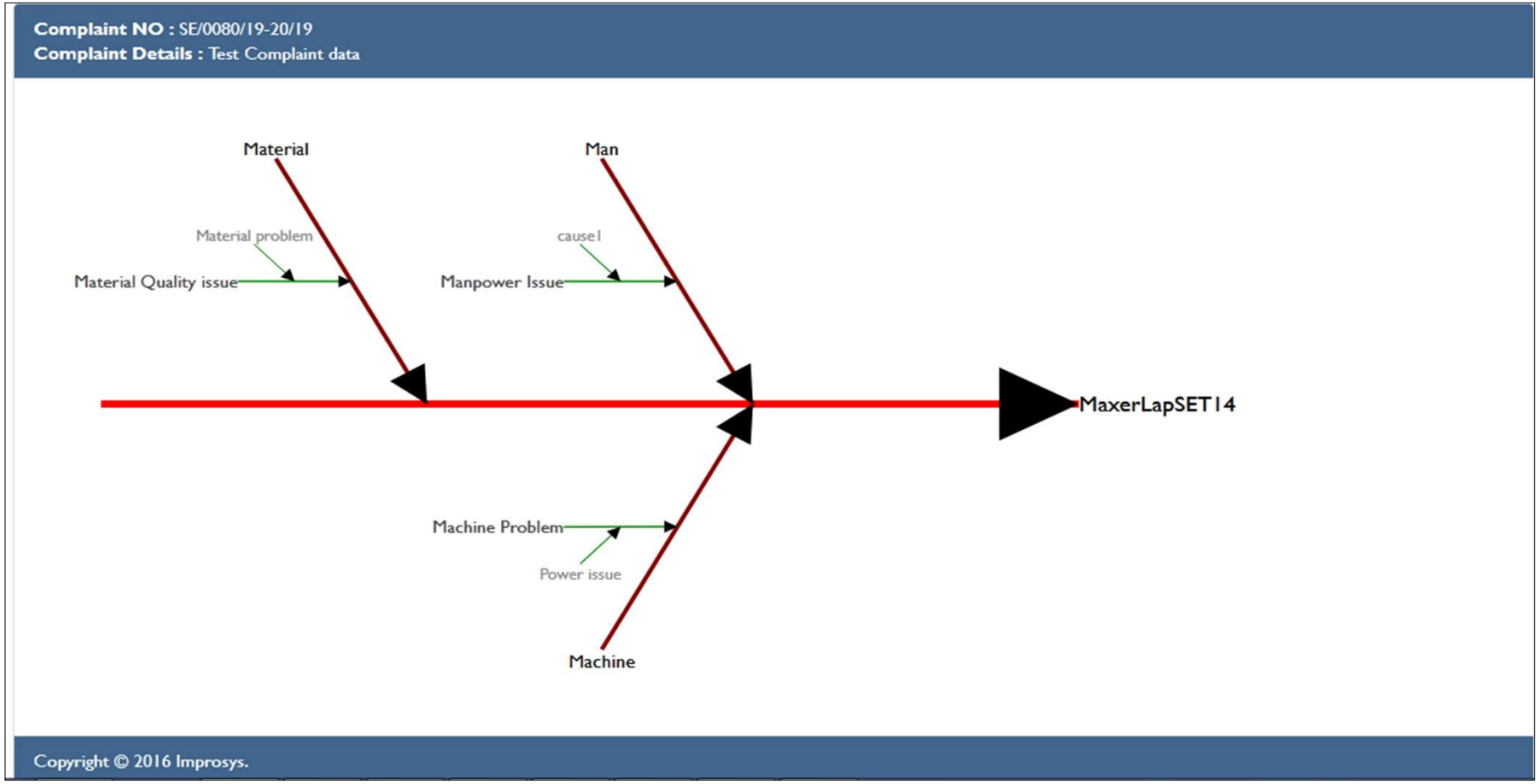
Customer Complaint Management – Fishbone Diagram

- Facility to view all root cause in the form of fishbone.



D5 – Verification and Validation

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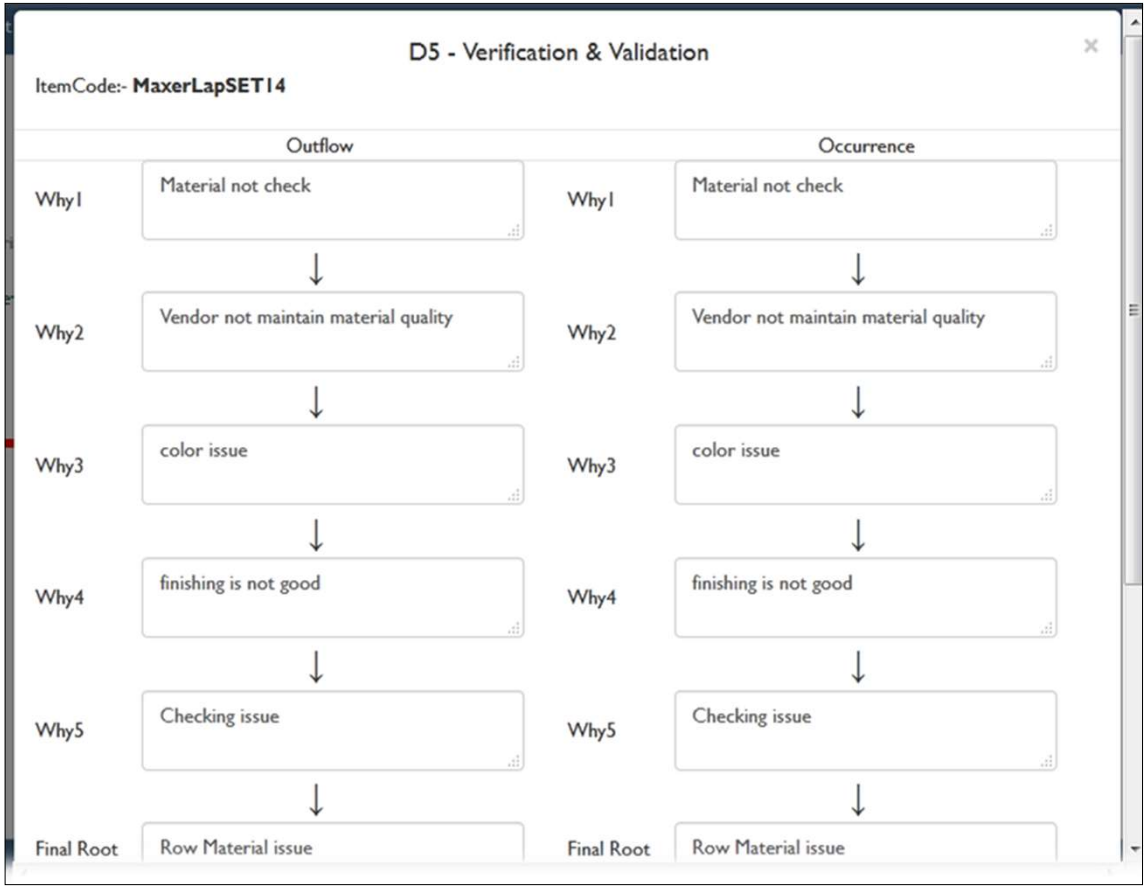
Customer Complaint Management – Verification and Validation

- Facility to add verification and validation analysis against main cause.



D5 – Verification and Validation

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Customer Complaint Management – Simulation

- Facility to add simulation taken against final root cause.

D1-Problem Solving Team
D2-Problem Description
D3-Containment Action
D4-Root Cause Analysis
D5-Verification & Validation
D6-Potential Corrective Actions
D7-Preventive Corrective Actions
D8-Lesson Learned

D5-Verification & Validation

Sr No	Category	Root Cause	Simulation	Select
1	Occurence	Calculations wrong in excel provided	☑	Simulation

Simulation Description

Result

Date

Responsibiltiy: SELECT

Is Potential Reason? ☐

Attachment: Browse... No file selected. Upload

Save Close

D6 – Potential Corrective Action

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Customer Complaint Management – Potential Corrective Action

- Facility to add action & implementation action against simulation.

D1-Problem Solving Team
D2-Problem Description
D3-Containment Action
D4-Root Cause Analysis
D5-Verification & Validation
D6-Potential Corrective Actions
D7-Preventive Corrective Actions
D8-Lesson Learned

D6-Potential Corrective Actions

Sr No	Category	Root Cause	Action	Implement Action	View
1	Occurence	Calculations wrong in excel provided	Add Action	Implement Action	View Fishbone

Corrective Action

Responsibility SELECT

Start Date

End Date

Result

Attachment Browse... No file selected. Upload

Add Implement Details Close

D7 – Preventive Corrective Action

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Customer Complaint Management – Preventive Corrective Action

- Facility to add preventative action against implement action.

D1-Problem Solving Team

D2-Problem Description

D3-Containment Action

D4-Root Cause Analysis

D5-Verification & Validation

D6-Potential Corrective Actions

D7-Preventive Corrective Actions

D8-Lesson Learned

D7-Preventive Corrective Actions

Sr No	Category	Root Cause	Action	View
1	Occurence	Calculations wrong in excel provided	Add Action	View Fishbone

Corrective Action

Start Date

End Date

Responsibility SELECT

Attachment Browse... No file selected. Upload

Add Details Close

Sr No	Action	Responsibility	Start Date	End Date	attachment
1	verify with client all they	Raviraj Deshpande	09-Mar-2020	10-Mar-2020	attachment

D8 – Lessons Learned

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Customer Complaint Management – Lessons Learned

- Facility to add conclusion of complaint and lesson learned.

D1-Problem Solving Team
D2-Problem Description
D3-Containment Action
D4-Root Cause Analysis
D5-Verification & Validation
D6-Potential Corrective Actions
D7-Preventive Corrective Actions
D8-Lesson Learned

D8-Lesson Learned

Conclusion

Lesson Learned

Sorting Complete

Yes

If No Final Date of Sorting

If Yes Final COPQ

Tentative COPQ

Feedback

Rating

Select

Submit Exit

« Previous

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8D Output Report

8D - PROBLEM SOLVING REPORT

Customer Name:ECHJAY INDUSTRIES PVT.LTD.II	Complaint Date:04-Mar-2020	Complaint No:SE/0006/19-20/00
Part Name:	Part No:SBERPS	Qty:1

1:PROBLEM AWARENESS

Problem Severity	Problem Source	Rejected Qty	8D start Date	8D Completion Date
Problem Severity	Output Format Related		04-Mar-2020	8D Completion Date

2: Probelm Defination

PROBLEM DEFINITION	Photo	Attachement
Invoice Formats calculations		Photo Sketch Trend chart/Pareto analysis

3: CONTAINMENT ACTION / SHORT TERM ACTION

No	Immediate Action Taken	Start Date	End date	Responsible	Status
1	Calculations checked by doing various test cases	24-Feb-2020	26-Feb-2020	Snehal Nawade	

4: ROOT CAUSE ANALYSIS TOOLS USED

Brainstorming	Cause & Effect Diag	Multi voting	Histogram	Scatter dia	Control chart
	✓				

5: ROOT CAUSE ANALYSIS

SrNo	Category	Final Root Cause	Why	Why	Why	Why	Why
1	Occurence	Calculations wrong in excel provided	Calculation not understood	Calculations confusing	Calculations wrong in excel provided		
2	Occurence	Calculations wrong in excel provided	Calculations not understood	Calculations confusing in the excel	Calculations wrong in excel provided	-	-

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6: CORRECTIVE ACTIONS / LONG TERM ACTION					
SrNo	Corrective Action	Responsible	Start Date	End Date	Status
1	Communicate with customer related Calculations wrong in excel provided.as per calaculation we provide the invoice format.	Snehal Nawade	07-Mar-2020	09-Mar-2020	
2	Communicate with customer related Calculations wrong in excel provided.as per calaculation we provide the invoice format.	Raviraj Deshpande	07-Mar-2020	09-Mar-2020	

7:MONITORING EFFECTIVENESS OF CORRECTIVE ACTIONS (REVIEW)						
SrNo	Corrective Actions Taken	Responsible	Start Date	End Date	Result	Status
1	provide to developer to correct calculation for correction	Amey Bhavsar	08-Mar-2020	10-Mar-2020	invoice report is all ok	

8: PREVENTION ACTIONS					
SrNo	Corrective Action	Responsible	Start Date	End Date	Status
1	verify with client all they provide information is corrected if yes then provide to developer	Raviraj Deshpande	09-Mar-2020	10-Mar-2020	

9: REVIEW - DOCUMENTS / SYSTEMS			
SrNo	QMS Document	Responsible	Status

10: PROBLEM CLOSURE & SIGN-OFF			
SrNo	Phase	Start Date	Completion
1	Problem Definition	04-Mar-2020	04-Mar-2020
2	Containment Action	04-Mar-2020	04-Mar-2020
3	Root Cause analysis	04-Mar-2020	05-Mar-2020
4	Corrective Action	05-Mar-2020	05-Mar-2020
5	Solution Confirmation	05-Mar-2020	05-Mar-2020
6	Closure	05-Mar-2020	05-Mar-2020

(ERP 2010- www.improsys.in)

Customer Rating

Customer Rating – Dashboard

- Facility to view of all the rating against that complaint.

Customer Rating Dashboard for the Year 2020

Sr No	Customer	Total Complaints	Measurement	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sept 2020	Oct 2020	Nov 2020	Dec 2020
1	Mahindra and Mahindra	15	○PPM ◉Rating	75	45	0	0	0	0	0	0	0	0	0	0
2	Volkwagen India Pvt Ltd	12	PPM	85	32	0	0	0	0	0	0	0	0	0	0
3	VPPL-1 - BL	7	◉PPM ○Rating	76	40	0	0	0	0	0	0	0	0	0	0
4	VPPL-2 - CH	3	○PPM ◉Rating	67	56	0	0	0	0	0	0	0	0	0	0

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Customer Rating – Dashboard

Total Complaints: 15

X

Contribution: Major

Part: QSKV_MOC_2029

Responsibility: HARIOM SHARMA

Date: 12-Jan-2020

ActionPlan: Ensure the working temperature of the part during annealing process is maintained at 20 deg C under all circumstances.

Rating: 70

Upload Files: Browse... Complaint management.pdf

Uploaded Files

Save

Customer Rating

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Past Trouble Database – Report

Past Trouble Database

From Date: 26-Jan-2020 To Date: 14-Feb-2020 Customer:

Product: Process:

Search

Export to Excel

Sr No	Complaint Date	Complaint Details	Root Cause	Action
1	2020-01-30	qsqsdqs	y	Use proper method
2	2020-02-05	Test complaint data	Manpower issue	Check man power availability
3	2020-02-05	Test complaint data	Manpower issue	check education of labour
4	2020-02-05	Test complaint data	Manpower issue	Preventive Corrective Actions
5	2020-02-05	Test complaint data	Manpower issue	Preventive Corrective Actions new
6	2020-02-07	Test data for complaint	6	corrective Action 1
7	2020-02-07	Test data for complaint	6	corrective Action 1

Customer Rating

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Past Trouble Database – Excel Output

ComplaintDate	Description	RootCause	Action	FEP	DFMEA	PFMEA	Drawing
01/30/2020	qsqsdqs	y	Use proper method				
02/05/2020	Test complaint data	Manpower issue	Check man power availability				
02/05/2020	Test complaint data	Manpower issue	check education of labour				
02/05/2020	Test complaint data	Manpower issue	Preventive Corrective Actions				
02/05/2020	Test complaint data	Manpower issue	Preventive Corrective Actions new				
02/07/2020	Test data for complaint	6	corrective Action 1				
02/07/2020	Test data for complaint	6	corrective Action 1				

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Horizontal Deployment

Complaint Entry : SE/0080/19-20/19

From Complaint + | + From Previous Action 18: 57: 23 Status

Enter Party Name

BACK

- SE/0080/19-20/19(Advance E.N.T. and Multispeciality Hospital)
- SE/0079/19-20/19(Kakadia ENT Hospital)
- SE/0078/19-20/19(Shabbir Aboojiwala ENT Clinic)
- SE/0077/19-20/00(Sant Clinic)
- SE/0076/19-20/00(Jagtap Hospital)
- SE/0075/19-20/00(Sejal Enterprises)
- SE/0074/19-20/00(Hassan Institute of Medical Sciences)
- SE/0073/19-20/00(Sahyadri Hospital)
- SE/0072/19-20/00(Aadhar Hospital)
- SE/0071/19-20/00(Santosh Hospital)
- SE/0070/19-20/00(Desai ENT Clinic)
- SE/0069/19-20/00(Acharya Vinoba

Horizontal Deployment

Sr No	Source	Complaint No	Category	Root Cause	Applicable	Justification	Action
1	Advance E.N.T. and Multispeciality Hospital	SE/0080 /19-20/19	OutFlow	Row Material issue	☐		Action
2	Advance E.N.T. and Multispeciality Hospital	SE/0080 /19-20/19	Occurence	Row Material issue	☐		Action
3	Advance E.N.T. and Multispeciality Hospital	SE/0080 /19-20/19	Occurence	Labour issue	☐		Action
4	Advance E.N.T. and Multispeciality Hospital	SE/0080 /19-20/19	OutFlow	Material quality is not good	☐		Action

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Horizontal Deployment – Define Actions

Complaint Entry : SE/0080/19-20/19

From Complaint | From Previous Action 18: 56: 12 Status

Enter Party Name

BACK

- SE/0080/19-20/19(Advance E.N.T. and Multispeciality Hospital)
- SE/0079/19-20/19(Kakadia ENT Hospital)
- SE/0078/19-20/19(Shabbir Aboojiwala ENT Clinic)
- SE/0077/19-20/00(Sant Clinic)
- SE/0076/19-20/00(Jagtap Hospital)
- SE/0075/19-20/00(Sejal Enterprises)
- SE/0074/19-20/00(Hassan Institute of Medical Sciences)
- SE/0073/19-20/00(Sahyadri Hospital)
- SE/0072/19-20/00(Aadhar Hospital)
- SE/0071/19-20/00(Santosh Hospital)
- SE/0070/19-20/00(Desai ENT Clinic)

Sr No	Source	Complaint No	Category	Root Cause	Applicable	Justification
1	Advance E.N.T. and Multispeciality Hospital	SE/0080 /19-20/19	OutFlow	Row Material issue	☑	

Add Action Details

Action

Responsibility SELECT

Start Date

End Date

Evidance Browse... No file selected.

Add Details Close

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Horizontal Deployment – Define Action Task (Intra/Inter Plant)

Complaint Entry : SE/0080/19-20/19

From Complaint + | + From Previous Action 18: 59: 16 Status

Enter Party Name

BACK

- SE/0080/19-20/19(Advance E.N.T. an Multispeciality Hospital)
- SE/0079/19-20/19(Kakadia ENT Hospital)
- SE/0078/19-20/19(Shabbir Aboojiwal ENT Clinic)
- SE/0077/19-20/00(Sant Clinic)
- SE/0076/19-20/00(Jagtap Hospital)
- SE/0075/19-20/00(Sejal Enterprises)
- SE/0074/19-20/00(Hassan Institute of Medical Sciences)
- SE/0073/19-20/00(Sahyadri Hospital)
- SE/0072/19-20/00(Aadhar Hospital)
- SE/0071/19-20/00(Santosh Hospital)
- SE/0070/19-20/00(Desai ENT Clinic)

Intra-Plant

Sr No	Action	Status	Responsible Person	Start Date	End Date	Evidance	Delete
1	Test action Task 1	Draft				attachment	Delete
2	Test action Task 2	Draft				attachment	Delete
3	Test Data	Draft				attachment	Delete

Inter-Plant

Sr No	Process Code	Product	Action	Status	Responsible Person	Start Date	End Date
1			Test action Task 1	Draft			
2			Test action Task 2	Draft			

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James John · March 22, 2019

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May 21, 2019

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Trimoorty Auto Deco Components, Pune

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brass industries

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