QUALITY COMPLAINT ALERT REPORT

STEP 1	Enter Complaint into the VOC data base		VOC Data Base #:
Management Review	Plant Manager, Quality Manager, Quality Supervisor, Operations Manager, Engineering Manager, Human Resource Manager		
FRAM Plant & Dept:	Complaint Date / Time:	Revision Date(s)	Customer Location:

Product information		Customer Information		MRB Review / Customer Requirements		
Filter Type:		Customer		Requirements		Input / Output
Cust PN:		Complaint #		CA/8D Response?		Input
Fram PN(Long):		Contact		Containment ?		Input
Lot No.:		Telephone		3rd Party Sort?		Input
Qty. Reported:		Email		Expedited Shipment?		Output
DOM/date code:				Notify Other Locations?		Output
				Return Suspect filters?		Output
				Suspect Filter Returned?		Date:

D2) Description of Complaint (verbal, picts, etc.):

My signature belows confirms that I have read and been made aware of the customer complaint: **0**

Department _____ **Date** _____ **Trainer** _____ **Shift** _____

Name	Clock #	Name	Clock #

Inventory Containment Form

Tracking Number: 0

Reported Concern and Product Involved

Customer/Reported by: 0 | Product Description: 0 | End Item Number: 0

Date Code: 0 | Customer Concern Number: 0 | Line/Dept: 0

Concern Description	0

Containment/Sorting of Suspect Product at Customer Facility

Third Party Sorting Required: 0

Sorting Company:

Location:

Purchase Order Number:

Quantity on Hand at Customer Location (if available):

Quantity in transit to Customer Location (if available):

Quantity/Duration of Sorting by Third Party: 0

In-house Containment of Suspect Product (Components or Finished Filters)

Manufacturing Plants:
☐ Greenville ☐ Vendor

Distribution Centers:
☐ Costa Rico (CR) ☐ Hebron (HB) ☐ Illinois Whse (DS) ☐ Fernley (FN) ☐ Toronto (TO)

Location	Part Number	Hold Tag	Quantity	Location	Part Number	Hold Tag	Quantity	Location	Part Number	Hold Tag	Quantity

Sorting Results of Contained Product

Part Number	Qty	Plt/Whse	Date Code	Qty Good	Qty Bad	Part Number	Qty	Plt/Whse	Date Code	Qty Good	Qty Bad

Refer to Certifiction/Sorting Instructions for Cerification Requirments for good product to be returned to useable inventory.

Defective Product Disposition Instructions

No containment required

Certification/Sorting Instructions

Instructions Prepared by:

Part Number: 0 Customer: 0 Tracking #: 0 (CC, CAPA, etc.)

Filter Type: 0 Customer Part #: 0 Date: 1/0/1900

Non-Conforming Condition Reported:

0

Required Tools/Devices/PPE

Wire brushes and knives not allowed unless specified.

- ☐ Magnifier
- ☐ Thread Gage
- ☐ _____
- ☐ _____
- ☐ Gloves
- ☐ Sleeves
- ☐ Lock Box
- ☐ _____

1) Obtain product for inspection.
2) Review Individual part for non-conforming condition reported.
   - if non-conforming condition found, place in designated area away from certified parts.
   - if part does not have non-conforming condition proceed to step 3.
3) Conduct quick general review for obvious defects such as: no paint chips, no scratches, no dents, no dirt/contaminates, no missing gaskets, no missing components, etc.
   - if unacceptable condition is found, place in designated area away from certified parts.
4) Mark acceptable parts with certification mark if required.
5) Place certified part into required packaging. Verify stacking pattern & pallet height against Packaging Set up sheet in JDE.
   - when handling/stacking open topped containers, insure top container does not drop into lower container. If it does, inspect product in lower container to insure that no damage occurred.
   - if damage product is found, place in designated area away from certified parts. Replace with good product as needed.
6) Mark packaging with certification as required.
7) Document date codes and number of parts inspected

Pictures/Additional Information

For non-conforming filters found:

- Document all non-conformance(s) found (not just reported condition), date codes, and quantities.
- Obtain disposition instructions for non-conforming product and implement accordingly.

Certification Mark Requirements:

Filter Marks	Case/Carton Marks	Pallet Marks
☐ No Filter marks required	☐ No case/carton marks required	☐ No pallet marks required
☐ Individual filter marks required:	☐ Case/carton marks required:	☐ Pallet marks required:

FRAM FILTRATION

CORRECTIVE AND PERMANENT ACTION REPORT

STEP 1	Enter Complaint into the VOC data base		VOC Data Base #:
Management Review	Plant Manager, Quality Manager, Quality Engineer		0
FRAM Plant & Dept:	Complaint Date / Time:	Revision Date(s)	Customer Location:
0	1/0/1900	1/0/1900	0

Product information		Customer Information		Containment		
Filter Type:	0	Customer	0		Quantity Contained	Defects Found
Cust PN:	0	Complaint #	0	At Customer Location		
Fram PN(Long):	0	Contact	0	In Transit To Customer		
Lot No.:	0	Telephone	0	At Fram Filtration		
Qty. Reported:	0	Email	0	Fram Filtration WIP		
DOM/date code:	0			Total	0	0

D1) Team Members:		D2) PROBLEM: Description of Complaint (verbal, picts, etc.):
		0

D3) Interim Containment Action:

N0.	Action Item	Resp.	Date issued	Date Due	Date Completed	List Similar Products or Processes Affected

FRAM FILTRATION

CORRECTIVE AND PERMANENT ACTION REPORT

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Management Review	Plant Manager, Quality Manager, Quality Engineer		0
FRAM Plant & Dept:	Complaint Date / Time:	Revision Date(s)	Customer Location:
0	1/0/1900	1/0/1900	0

D4) Root Cause(s) (use 5-why or fishbone to clearly determine)

D5) Permanent Corrective/Preventative Actions

N0.	Action Item	Resp.	Date issued	Date Due	Date Completed	List Similar Products or Processes Affected

FRAM FILTRATION

CORRECTIVE AND PERMANENT ACTION REPORT

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FRAM Plant & Dept:	Complaint Date / Time:	Revision Date(s)	Customer Location:
0	1/0/1900	1/0/1900	0

D6) VERIFICATION PLAN

N0.	Action Item	Resp.	Date issued	Date Due	Date Completed	List Similar Products or Processes Affected

D7) Policies or systems changed to prevent reoccurance

DOCUMENT REVIEW/UPDATE	Resp.	Date issued	Date Due	Date Completed	NOTES/COMMENTS
PROCESS FLOW CHART ☐					
PFMEA ☐					
CONTROL PLAN ☐					
INSPECTIONS/ML ☐					
TRAINING ☐					
AUDIT SCHEDULE ☐					
OTHER:					

D8) Closure Approval

	Signature	Date	Comment
Closed by:			

CORRECTIVE AND PERMANENT ACTION REPORT

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Management Review	Plant Manager, Quality Manager, Quality Engineer		0	
FRAM Plant & Dept:	Complaint Date / Time:	Revision Date(s)	Customer Location:	
0	1/0/1900	1/0/1900	0	
Plant Manager Approval:				

PSS #_____

Problem Solving Sheet (PSS) - Problem Solving A3 format

Date/Time List Machine Name REVIEWED BY:_____ DATE ____/_____/____

1 PROBLEM STATEMENT and RECOGNITION (Business Case)

Date/Time:

People Involved		Production Description
1	6	
2	7	Equipment
3	8	
4	9	Downtime Minutes:
5	10	
Basic Problem Area:		Scrap in Pounds
		Total Cost in $
Problem Description:(when and what, Current Conditions)		Trigger Type: (circle one or more and quantify)
		Rework Downtime
		Changeover Scrap
		Material Other

2 IS THE PRODUCT ON HOLD? (YES or NO)

3 BEST GUESS/OBSERVATION/ NOTES/POC(POINT OF CAUSE)

4 ACTION TAKEN TO RESTORE FLOW

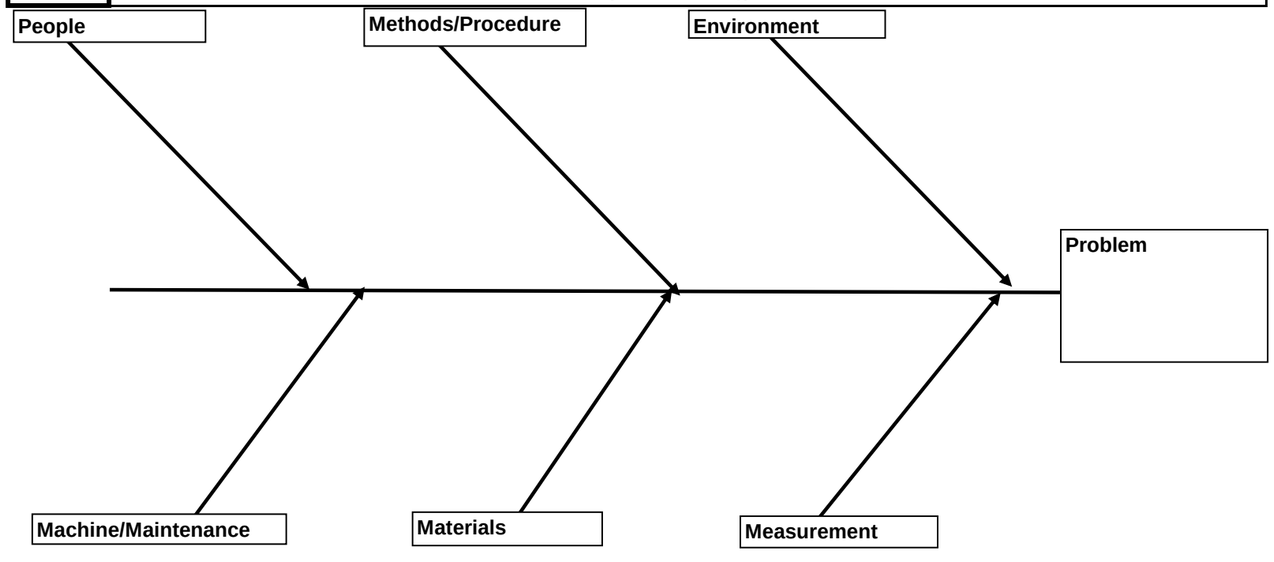
What: Who:

What: Who:

What: Who:

What: Who:

5 CAUSE INVESTIGATION(Brain storming)



6 5 WHY INVESTIGATION(The most probable root cause)

Why?: (Direct Cause)	
Why?:	
Why?:	
Why?:	
Why?:	

7 ROOT CAUSE AND RECOMMENDATION(Target Condition)

8 CORRECTIVE AND PREVENTATIVE ACTIONS

Who: When: Date Action was Completed

What?

Who: When:

What?

Who: When:

What?

Who: When:

What?

Was a mistake proof method added?	Yes	No
Was there any immediate detection devices added?	Yes	No
Do any of these actions create new standards and require documentation chang	Yes	No
Are there any training issues?	Yes	No
Are there any preventative maintenance changes?	Yes	No
Where audits added for any mistake proof, detection or standards ?	Yes	No

9 FOLLOW UP/VERIFICATION(Metric)

Are all actions closed? Yes No
What and how much was the business improvement?

Sign off as needed (1 Minimum)

Have there been additional incidents for this root cause in the last 30 days? Yes No
Should there be continued monitoring? Yes No
If Yes What?

EHS_____ Quality_____ Production_____

5W and 2H Problem Description

Determine	is……..	is not……
What		
Who		
Where		
When		
Why		
How Many		
How Much/Often		

1. PROBLEM STATEMENT: (WHAT IS WRONG WITH WHAT)			Updated:	
2. PROBLEM DESCRIPTION		**IS**	**IS NOT**	**GET INFORMATION**
WHAT		**OBJECT**		
		DEFECT		
WHERE		**OBJECT**		
		GEOGRAPHICALLY		
WHEN		**FIRST SEEN**		
		WHEN ELSE SEEN		
		WHEN SEEN IN PROCESS (LIFE CYCLE)		
HOW BIG		**HOW MANY OBJECTS HAVE THE DEFECT?**		
		HOW MANY DEFECTS PER OBJECT?		
		WHAT IS THE TREND?		

5 Whys

Repeated 5 Whys	**Ref. No.:** **Date:**

State what is the problem and then ask why does it exist.

Bezel on LED light did not seat completely after machine cycled creating need to manually snap bezel into light

WHY ?

Alignment of the punched hole station and the bezel/light assembly station was out of adjustment.

WHY ?

Part clamping is designed for a hard stop on the right side of nest, and only has a c-clamp on the left side to hold the part from moving left to right and up, but not down.

WHY ?

Left clamp only designed to hold part from moving up, right and left. Fixture not designed with enough positive clamping down to hold part down in place during the assembly operation.

WHY ?

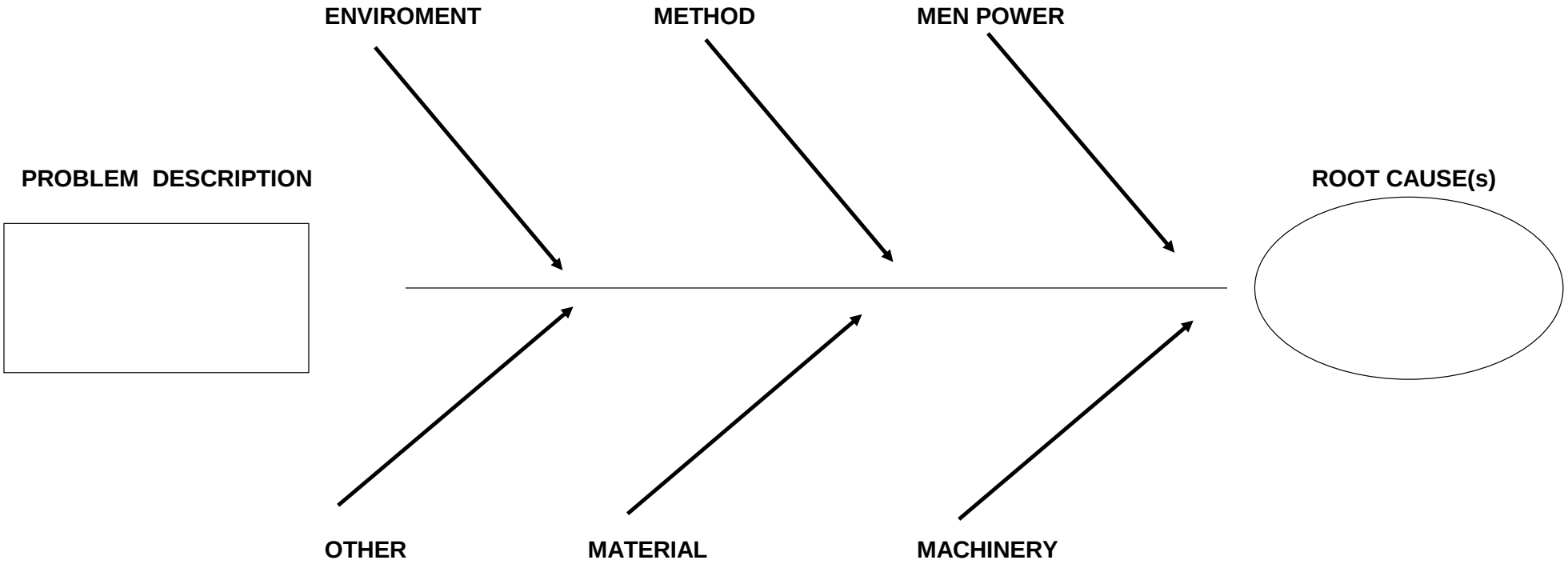
During the design of the fixture/nest, didn't take into consideration the need for downward clamping to hold part in position.

WHY ?

CAUSE & EFFECT DIAGRAM

FISHBONE

DATE:
COMPONENT:



Define Problem

Use this path for why the specific nonconformance occurred

Use this path to investigate why the problem was not detected.

Use this path to investigate the systemic root cause

Root Causes

WHY?

A

B

C

Corrective Action	Resp.	Date
A		
B		
C		

CAR Number

Date of Incident

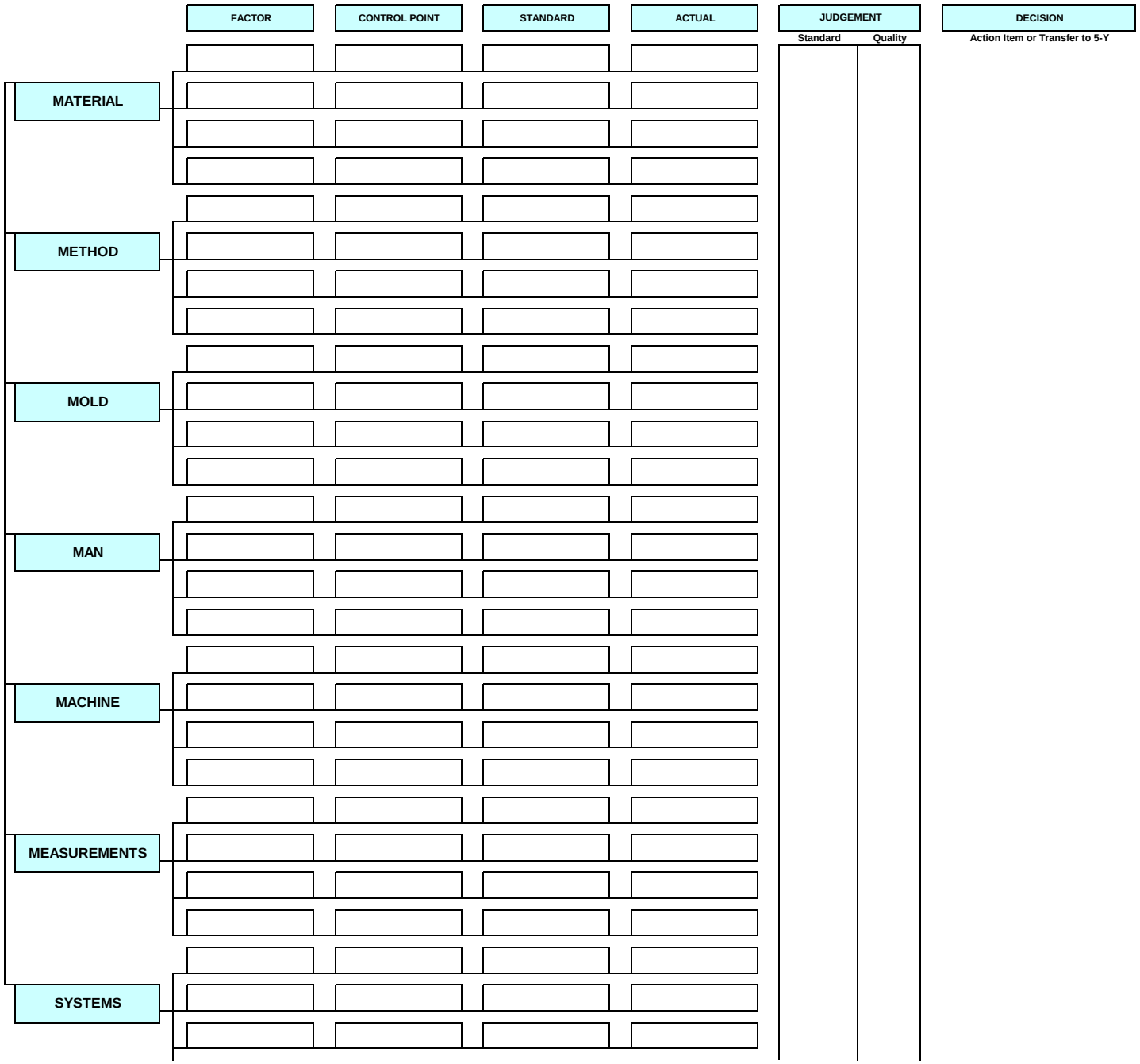
Product / Process

Problem Resolution Complete Date:	Communicate to Customer Date:	Process Change Break Point Date:	Implement System Change Date:

Lessons Learned:

Fault Tree Analysis

This sheet is used to determine which potential root cause(s) are investigated on the 5-Why Root Cause Analysis format.



3/25/2014	Added Greg Noetlich's Problem Solving Tools
4/8/2014	Added Status and approval, Added section for quanities suspect/actual
7/15/2014	sre: removed plant reference to enable use by all locations as off-line alternative

YES
NO