

PHRED 8D Problem Solving Software

PHRED Solutions

Nick Rennie

nick@phredsolutions.com

+1 (970) 453-5235

Why use PHRED for Problem Solving?

- One Single System – handle all problems from the customer complaint to the internal plant through to the supplier
- Database – use knowledge to reduce problem costs and learn from your mistakes
- Standard Process – common view of the problem from the customer complaint, across production sites through to the supply chain
- Easy to Use – create a large number of skilled problem solvers; the more problem solvers there are, the more problems you will solve
- Out of the Box – no maintenance, no IT hassle, very low per person cost

Internal Problems

- PHRED is simple enough for anyone in your organization to use.
 - The more problem solvers you have, the more problems you will solve, improving overall quality and saving money
 - Individual departments have their own forms relevant to their needs
- Database so you can search and view all problems across the company
- Manage actions and timescales with email reminders
- Automatic reports and charts to save time
- Find true root cause and eliminate repeats with a robust root cause process
- Share information within and across your plants, allowing for solutions to similar problems to be viewed, speeding up the problem solving process

Supplier Problems

- Your suppliers can login to PHRED and enter their 8D information
 - One supplier cannot see another's problems or your internal problems
 - Accept or reject their solution
 - See exactly what's going on inside your suppliers
- Hold your suppliers to your standards
- Make the information visible and accessible. Know what's going on with each supplier or a group of suppliers and have the information you need for chargebacks, etc.
- Database, Reports and Charts so you can view past problems and compare suppliers
- Set email reminders to ensure that suppliers are keeping to their timescales
- Find true root cause and eliminate repeats with a robust root cause process

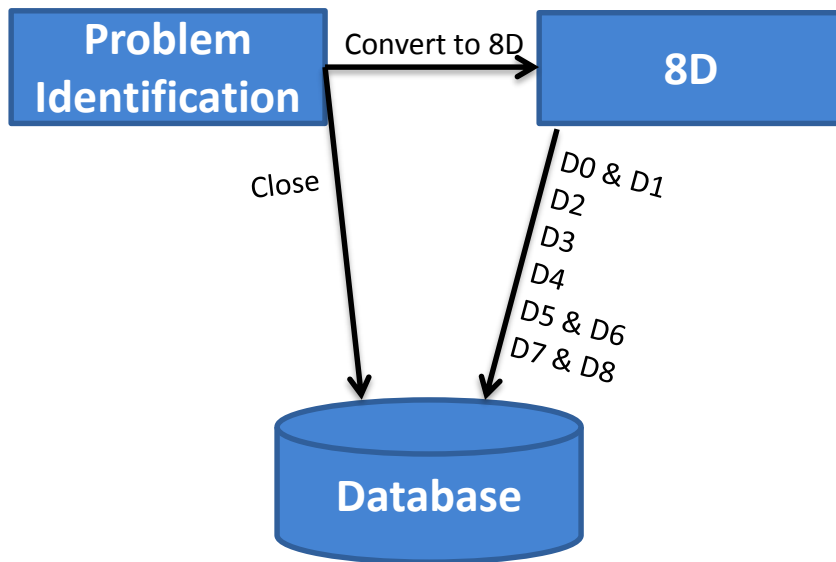
Customer Complaints

- Capture your customer complaints directly by the customer entering them into the system, from your customer support department, or by linking directly with a CRM such as Salesforce
 - Eliminate much of the administrative costs of back and forth phone calls and emails with the customer
 - PHRED can be configured to the reports you need such as different 8D formats or one-page summary reports
- PHRED will keep track of all due dates, actions, open vs closed and send email reminders where appropriate
 - Problems and their responses will not be lost or forgotten
- Automatic Reports and Charts
 - Save time with automatic 8D and One-Page reports and charts
 - Generate 8D and customer complaint reports in your customer's formats

PHRED is Configurable

- PHRED can be configured by the quality department without IT assistance; A few people in your company will have access to the Admin tab where they can make changes to the system when needed
- PHRED Solutions will complete the initial configuration in 2 days on your site, while at the same time, training your administrators on how to use the Admin section and make changes yourselves. After 2 days, the system will be ready to use and configured to your requirements.
- Please bare in mind, the screen shots below are from our demonstration system. These screens will be configured to match your specific needs such as the forms, the name of each step, your locations and departments, etc.

Screen by Screen Walk-Through



Problem Identification - Issues are identified, worked and tracked on a single screen. The issue can then be closed here or converted to an 8D.

8D - Users are guided through all D-steps.

Database - As issues are identified and 8Ds are being worked on, they are captured in the database.

Supplier and Customer Portals - Suppliers, customers and contract manufacturers can each have their own secure area in the shared system to enter, edit and manage problems with you.

Functions Available on all Screens

- Top Menu Bar
 - Home: All *your* Problems and Actions
 - Notification: Single screen to identify a problem and associated data
 - 8D
 - Library, Reports & Charts
 - Admin: Make your own changes to the system
- Left side bar functions
 - Attachments
 - Reminders: Set up the schedule for action email reminders by problem
 - Report: See the report for the problem you are currently working on
 - Add Team Members
 - Coach & Help: Online training on how to use the system
- Actions at the bottom of each screen
 - Assign actions to Team Members
 - Emails reminders are sent automatically when an action is assigned, updated or overdue

The screenshot displays the PHREDGlobal 8D Problem Solving interface. The main window shows a problem form for 'Material Quality of Sheet Metal is below standard' with fields for 'Problem Statement', 'What is happening?', 'What should be happening?', 'Where does it happen?', 'When does it happen?', and 'How is the problem measured?'. A 'COACH - Google Chrome' window is overlaid on the right, displaying a 'COACH' guide for creating a well-formed problem description. Red arrows point from the text in the left column to the 'Home' link in the top menu bar, the 'Long Report' link in the left sidebar, and the 'Add Action' button at the bottom of the problem form.

Problem Identification

Identify a problem, assign team members and collect the data surrounding it.

- A one page form to identify a problem and say what was initially done
- Configure multiple Notification types, allowing for different forms for different types
- The Notification type you choose will determine which fields appear on the form
- You can close it here, or convert it to a new 8D

The screenshot displays the '8D PROBLEM SOLVING' software interface. The top navigation bar includes 'Home', 'Problem ID', '8D', 'Library', 'Reports', 'Charts', and 'Admin'. A user profile for 'Nick Rennie, sn: ProblDPI' is visible. The main form area is titled 'Problem ID' and contains several input fields and dropdown menus. A dropdown menu for 'Problem Type' is open, showing options like 'Customer Complaint', 'EH&S', 'Engineering Issue', 'Field Service', 'Idea Management', 'ISO Audit', 'Non Conformance', 'NPI', 'Process Improvement', 'Quality', 'Safety', 'Simple RCA', and 'Supplier Quality'. Other fields include 'Region', 'Building', 'Department', 'Date Received', 'Initiated By', 'Team Members', 'Explain Audit Findings', 'Audit Number', 'Auditor Name', 'Auditor Phone', 'Problem Owner', and 'Audit Date'. There are also checkboxes for 'Customer Audit?' and 'Supplier Audit?'. The interface includes buttons for 'Save/Next', 'Cancel', 'Save/Recall', and 'Close Problem'.

State Problem: D0 & D1

Identify a problem, assign team members and collect the data surrounding it.

- Configured by your administrator to reflect the data collection needs/structure of your company
- Automatically populate some fields from other systems (SAP, Salesforce, etc.)
- You can have multiple notification types for a single 8D
- You can have multiple notifications attached to an 8D

8D PROBLEM SOLVING PHREDGlobal
 User: Nick Rennie, sr: ProblDCC
 8D >> State Problem >> Problem Identification

Home Problem ID **8D** Library Reports Charts Admin
 State Problem Temp Fix Root Cause Solution Close Browser Setup Tech Support Preferences Log off

PID: **931 8D**
 STATUS: **Open**

Team Mbrs Attachments Send E-Mail Reminders Coach Revisions Short Report Long Report

Title: Flange 8877 Edge strip breaks during installation of light truck doors
D0 & D1

Save/Next Cancel Save/Recall

* Indicates Required Field
 * Title: Flange 8877 Edge strip breaks during installation of light truck doors

Problem Type: Quality
 * Region: China Problem Owner: Rennie, Nick
 Building: Denver
 Department: Operations

Date Received: Date 08/15/2015 (mm/dd/yyyy)
 Initiated By: Monica Simpson Date: 12-09-2015 Last Updated By: Nick Rennie Date: 06-14-2017
 Team Members: Eugene Burgrave (RO), Paulina Cabberra, Rahul Das (RO), Laurie Rambaud, Nick Rennie, George Schmidt, Monica Simpson, Avishek Uprety, and Ayush Uprety

Voice of the Customer - Detailed Description:
 The deblader at the botton sticks and the edgestrip comes off

* Part number: F7485 Product Description: K97 Door
 * Part Name: K97BE
 Phone: 847-655-2536 Factory Detection Point: No
 Customer Contact: Terry Johnston * Contact Email: terry@bertind.com
 Potential improvement beyond?:
 If Yes, enter issue #: 1255 8D
 Supplier Contact: Bill Simkins

Lot number: 4584
 Repeat Issue?: Yes
 Supplier Name: Fredricks 7792
 Severity of Problem: Medium
 containment Actual Date: 05/04/2014 05/04/2014

ID	Action Description Responsible (PID 931 8D Team Mbrs)	Due Date Status	Completion Date Type	Send Email	Delete
1.	Notify final inspection to change specification SP346 Simpson, Monica; n/a Eric Bleedale has updated the sop, attached	2/11/2015	Open Corrective	<input type="checkbox"/>	<input type="checkbox"/>

Last Updated By: Nick Rennie Date-Time: 06/12/2017
 Initiated By:

Add Action All Other Actions
 Max Actions: 20

Describe the Problem: D2

Create a clear description of the problem in 7 easy questions or less.

- A single screen is used to create a well formed problem description
- PHRED gives the investigators the right questions to ask to develop an understanding of the problem & collect the relevant data
- Visible to the team, experts, managers and other people with similar problems

8D PROBLEM SOLVING PHRED 8D

User: Monica Stout
8D >> State Problem >> Problem Details

Home Problem Identification 8D Library Reports Charts Admin

State Problem Temp Fix Root Cause Solutions Close Supplier Shared 8D Browser Setup Tech Support Preferences Log Off

PID: 931 8D
Status: Open

Days Open: 1055 Title: Flange 8877 breaks during installation of light truck doors

Save/Next Cancel Save/Recall Promote

D2

Problem Statement (What seems to be the problem?) (D2)

Edge Strip breaks during installation on light truck doors on models XLT & PDQ

What is actually happening?

1. Inner strip splits when outer strip is applied. 2. Outer strip breaks when installed over inner strip. The temperature impacts on the performance of the edge strips during

What should be happening?

Inner strip should be of the door frame. The inner strip should be applied with sufficient pressure to create a seal between the inner strip and the door

Where does it happen?

Door assembly spur, station 7, bin 28 and 29

When does it happen?

When edge strip is being installed on Titanium Blanks. The problem began with supply shipment 200603041127 and has continued sporadically throughout following shipments on both sides of

Who is involved?

Suppliers of Strip Botarms 62 and 43
Manufacturers/Suppliers
Leaders 1st, 2nd, and 3rd shifts

What is the extent of the problem?

The material composition of the outer Edge Strip lacks sufficient flexibility (ductility) to seal the inner strip to the blank without causing damage to the inner edge strip or

ID	Action Description	Due Date	Status	Completion Date	Send Email	Delete
	Responsible (PID 931 8D Team Members only) Completion Comments (Validation / Verification)	Last Updated By	Type	Sub-Type		
	Analyze return hold collection data to see what the average volume of edge strip breaks over the last 2 years	12/12/2013	Closed	12/21/2013	<input type="checkbox"/> Send Email	<input type="checkbox"/> Delete
	Beardmore, Robert; n/a		Preventive		Communicate	
	data analysis attached	Last Updated				

Add Action All Other Actions

Each screen has its own coaching.

Show the questions in multiple languages.

Assign actions to team members. PHRED will automatically send emails when a new action is assigned, an action is updated, or an action is past due.

Temporary Fix: D3

Describe the actions and notify the right people.

- Control the situation at the scene of the problem, in the supply base, at the customer and across the organization
- Measure your time to containment
- Ensure that the Containment Action is removed when the issue is closed and the relevant people are informed

8D PROBLEM SOLVING PHRED 8D
User: Monica Stout
8D >> Temp CM

Home Problem Identification **8D** Library Reports Charts Admin

State Problem **Temp Fix** Root Cause Solutions Close

Supplier Shared 8D Browser Setup Tech Support Preferences Log off

PID: 931 8D
Status: Open

Attachments
History
Mtg Minutes
Notes
Reminders
Report
Revisions
Send E-Mail
Team Mbrs
Help
Coach
Experts
Where Am I?

Days Open: 1061 Title: Flange 8877 Edge strip breaks during installation of light truck doors

Save/Next Cancel Save/Recall Promote

D3

Summarize the Temporary Fix (D3) Who needs to be notified of the Temporary Fix? (D3)

Increased shipments to make up numbers. Added a quality station between the receiving area and bins 28 and 29.

Production, dispatch, quality, and planning

[Note: This Temp Cm will only appear in the Temp CM report if there is a Summary]
When was the containment complete? (leave blank if n/a)

Date: 07/12/2013 {mm/dd/yyyy} Time: 12:22 PM {h:mm AM/PM} Time Zone: U.S. EST GMT -5

Is there a safety risk? If yes, explain.

Yes No Don't Know

Measure your time to containment.

Did defective product escape out from our production facility?

Yes No Don't Know

If no, explain how you know. If yes, describe the quantity, identifying data, and suspect locations.

Inspection caught the problem before anything was shipped

Did defective product escape to Customer?

Yes No Don't Know

If yes, describe the quantity, identifying data, and suspect locations.

ID.	Action Description	Due Date	Completion Date	Send Email	Delete
	Responsible (PID 931 8D Team Members only)	Status	Type		Sub-Type
	Completion Comments (Validation / Verification)	Last Updated By			
1.	Analyze return hold collection data to see what the average volume of edge strip breaks over the last 2 years	12/17/2013	12/15/2013	<input type="checkbox"/> Send Email	<input type="checkbox"/> Delete
	Binnett, Joan; n/a	Closed	Corrective	<input type="checkbox"/>	Process Change

Last Updated By

Assign actions to team members. Email reminders are sent automatically based on the schedule that you choose.

Add Action All Other Actions

Root Cause: List and Pick a Possible Cause: D4

Describe the possible Root Causes and choose one to investigate.

- PHRED breaks down the process of finding root cause into a series of simple steps that everyone in the organization can use
- Step 1 is to list the possible causes. Each will be investigated to Root Cause or eliminated as a dead end
- Step 2 is to pick a possible cause to investigate. It is typical to investigate each possible cause

The screenshot shows the PHRED 8D software interface. The user is logged in as Monica Stout. The breadcrumb trail is "8D >> Root Cause >> List Possible Cause". The "Root Cause" tab is selected in the navigation bar. The problem title is "Flange 8877 Edge strip breaks during installation of light truck doors". The current possible cause is "PC-2: A botarm is pushing the edge strips onto the door with too much pressure". The interface prompts the user to "Describe each possible Root Cause that will be further investigated (D4)". Three text boxes are visible, each with a "Delete" button. The first box contains the text "slots in the edge strip vary in opening. slots too narrow causes damage to inner strip". The second box contains "A botarm is pushing the edge strips onto the door with too much pressure". The third box contains "The doors are too wide not meeting spec #100357008". A red callout box points to the "Add" button at the bottom, stating "Add the possible causes that you would like to investigate."

The screenshot shows the PHRED 8D software interface. The user is logged in as Monica Stout. The breadcrumb trail is "8D >> Root Cause >> Pick Possible Cause". The "Root Cause" tab is selected in the navigation bar. The problem title is "Flange 8877 Edge strip breaks during installation of light truck doors". The interface prompts the user to "Pick a Possible Cause (D4)". Three possible causes are listed: "PC-1: slots in the edge strip vary in opening. slots too narrow causes damage", "PC-2: A botarm is pushing the edge strips onto the door with too much pressure", and "PC-3: The doors are too wide not meeting spec #100357008". A red callout box points to the list of possible causes, stating "Choose the possible cause that you would like to investigate."

Root Cause: 5 Whys Root Cause Analysis: D4 Classic 5 Whys

- PHRED walks you through asking "why?" several times in order to find the Root Cause of a problem
- Inexperienced users can access the coach, which walks you through how to complete the 5 whys. This can be configured to match your existing training manuals, etc.
- As the 5 Whys are visible to colleagues and experts, the quality is improved

8D PROBLEM SOLVING PHRED 8D
User: Monica Stout
8D >> Root Cause >> 5 Whys

Home Problem Identification **8D** Library Reports Charts Admin
State Problem Temp Fix **Root Cause** Solutions Close
Supplier Shared 8D Browser Setup Tech Support Preferences Log off

PID: 931 8D
Status: Open
Days Open: 1061 Title: Flange 8877 Edge strip breaks during installation of light truck doors

Save/Next Cancel Save/Recall Promote
Change PC Current Possible Cause: PC-2: A botarm is pushing the edge strips onto the door with too much pressure

D4 Here is the possible cause you are currently working on. You can change the possible cause at any time.
Here you identify problem.
Continuing to ask 'Why?' allows you to build a cause/effect relationship to the Root Cause.
If you find multiple problems during your Root Cause investigation, the remaining problems need to be opened as

* Indicates required field.
Develop the actual Root Cause by creating a Why Chain (D4)
* Why? The bleeder valve is sticking [Delete]
Why? There is not sufficient lubrication on the valve opening [Delete]
Why? Insufficient lubrication on the bearings controlling the distribution nozzle [Delete]
Why? Oil pump on botarm is not circulating sufficient oil [Delete]
Why? Pump intake is clogged with metal shavings [Delete]
Why? No filter on pump intake (as designed) [Delete]
Why? [Delete]

Add Add 'Whys?' until you have reached the root cause.

ID. Action Description Due Date
Responsible (PID 931 8D Team Members only) Status
Completion Comments (Validation / Verification) Last Update

create new sop or routing procedure 12/5/2013
1. Alfonso, Marta; n/a Open
attached Note: You must
Add Action All Other Actions

COACH - Google Chrome
phredsolutions.com/phred8d/Common/coach.cfm?Scre

The purpose of the "Why Chain" process is to search beyond the immediate cause of the problem and stop problem recurrence.
PHRED walks the team through asking "why?" several times in order to find the Root Cause. Determining Root Cause normally requires answering "Why?" at least three to five times. If you are stuck, try this:
5 Whys
Close Print
Considering the Problem Statement and the Current Possible Cause, say out loud, "Why did/does (state the current Possible Cause) happen?"
That should generate a reason of some kind. If it is not the root cause, click Add then ask, "So why did/does that happen?" Repeat this step until you have reached root cause.
Problem Example:
A welding robot stops in the middle of its operation.
Why did the robot stop?
Fuse in the robot has blown
Why is the fuse blown?
Users can access the coach on every screen in the 8D. In this example, the coach guides the user on how to complete the 5 Whys.
one another and locked up

Root Cause: Verification: D4

Describe how you tested the Root Cause

- Each why chain is worked through to see if it is a valid Root Cause worth testing or if it is a dead end
- Collect the data and evidence that supports the Root Cause
- Classify the Root Cause for your metrics

8D PROBLEM SOLVING PHREDGlobal
User: Nick Rennie, sn: VerEvdRQCC
8D >> Root Cause >> Verification and Evidence

Home Problem ID 8D Library Reports Charts Admin
State Problem Temp Fix Root Cause Solution Close
Browser Setup Tech Support Preferences Log off

PID: 931 8D
Status: Open

Team Mbrs
Attachments
Send E-Mail
Reminders
Coach
Revisions
Short Report
Long Report

Title : Flange 8877 Edge strip breaks during installation of light truck doors

Save/Next Cancel Save/Recall
Change PC Current Possible Cause : PC-2: A botarm is pushing the edge strips onto the door with too much pressure
Last Why: No filter on pump intake (as designed)

D4

How was this Root Cause verified?
Justin Tridek from maintenance used visual inspection after a negative result on the diagnostic tests run on 2/05/2016.

Describe how you verified the Root Cause.
Be sure to include who gathered the data, and when and where any observations were performed.
Be sure to Attach the evidence used to verify the Root Cause (required)

What data/evidence supports this event as the RC? Attach it (Required)

- 5 Whys
- 5W2H
- Brainstorming
- Fishbone diagram
- Is / Is not
- Kaizen Sheet
- OPL
- Pictures
- Proceed Flow Chart
- Root Cause Tree
- Swim Lane Diagramm

* Root Cause Group: Man
* Sub Group: No Value Selected
Environment
Machine

ID Action Description Responsible (PID 93) Completion Comm Status Type Completion Date Send Email Delete
You must select a Responsible person to enable the Initiated By

1. update procedures on line 2A and 2B 5/12/2015 Open Corrective
Simpson, Monica; n/a
Last Updated By : Nick Rennie Date-Time : 06/14/2017
Initiated By:

Add Action All Other Actions

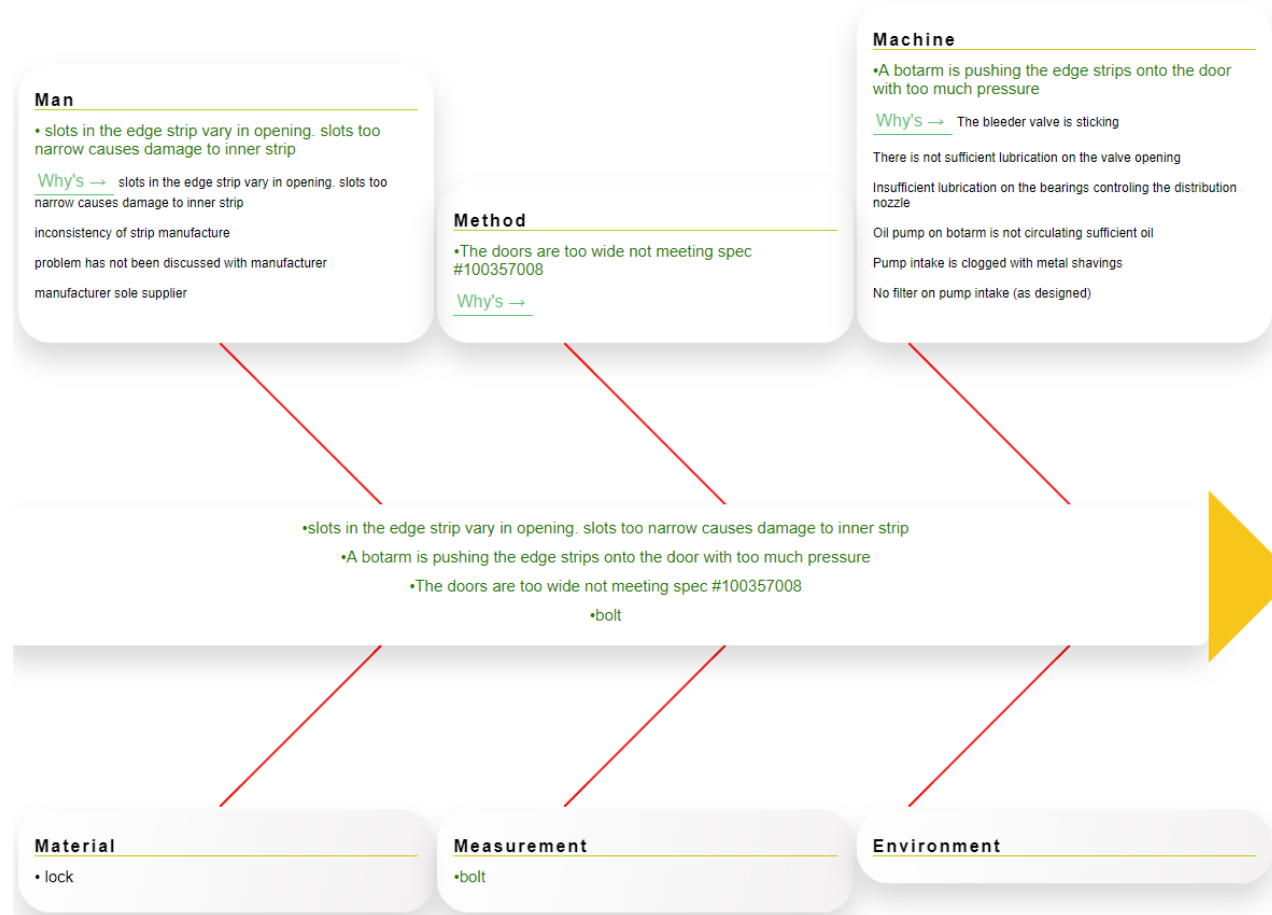
Configure these options to reflect your needs.

Categorize this root cause into Man, Machine, Method, Material, Measurement or Environment.

Root Cause: Fishbone Option: D4

Automatically create a fishbone/ishikawa diagram.

- By problem, the user can decide if they want to include a fishbone diagram
- The system automatically creates it, making it easy for anyone to use
- Include the diagram in your reports for customers and internal



Solutions: D5 & D6

Outline the solution and verify that it will prevent recurrence.

- Present the solution for agreement and implementation
- Configure the questions and the Coach to match the justification and approval processes of your company
- Assign and track actions for solution implementation

8D PROBLEM SOLVING PHRED 8D

User: Monica Stout
8D -> Permanent CM

Home Problem Identification 8D Library Reports Charts Admin

State Problem Temp Fix Root Cause **Solutions** Close

Supplier Shared 8D Browser Setup Tech Support Preferences Log off

PID: 931 8D
Status: Open

Attachments
History
Mtg Minutes
Notes
Reminders
Report
Revisions
Send E-Mail
Team Mbrs
Help
Coach
Experts
Where Am I?

Days Open: 1061 Title: Flange 8877 Edge strip breaks during installation of light truck doors

Save/Next Cancel Save/Recall Promote

D5 & D6

Summarize Your Solution - What is the Overall Plan? (D5)

Who needs to be notified of the Solution?

Receiving, Quality, Maintenance and Operators of botarms, Production

1 Introduce tighter quality controls on supplies of edge strips from manufacturer
2 Adjust the maintenance schedule for the lubrication nozzle on the botarms Maintenance and Operators of botarms 10/14/2007
3 Manufacture a mechanism to measure the edge strips prior to the botarm picking them out of the bins

How did you verify that this will prevent recurrence?

tested it in cells 23, 26, 29

How will you verify that the problem does not happen again?

added to the periodic audit of this cell so that quarterly it will be reassessed by audit engineers

ID	Action Description	Responsible (PID 931 8D Team Members only)	Due Date	Status	Completion Date	Type	Send Email	Delete
1.	look over specs on part number G556	Rennie, Nick; n/a	8/17/2013	Closed	8/17/2013	Corrective	<input type="checkbox"/>	<input type="checkbox"/>

Last Updated By: Monica Stout Date-Time: 7/18/2013-10:11 AM

Assign actions to team members. Email reminders are sent automatically based on the schedule that you choose.

Add Action All Other Actions

Audit and Close: D7 & D8

Prevent Reoccurrence, Close & Audit

- Implemented solutions are audited for success
- Knowledge is shared between expert groups, knowledge networks and possibly customers and the supply base
- Decide what your Close Requirements are and configure the system to match them

8D PROBLEM SOLVING PHRED 8D
User: Monica Stout
8D >> Close

Home Problem Identification **8D** Library Reports Charts Admin

State Problem Temp Fix Root Cause Solutions **Close** Supplier Shared 8D Browser Setup Tech Support Preferences Log off

PID: 931 8D
Status: Open

Attachments
History
Mtg Minutes
Notes
Reminders
Report
Revisions
Send E-Mail
Team Mbrs
Help
Coach
Experts
Where Am I?

Days Open: 1061 Title: Flange 8877 Edge strip breaks during installation of light truck doors

Save/Next Cancel Save/Recall

D7 & D8

What did you change that will prevent recurrence of the Root Cause? (D7)
Check the lubrication at increased intervals

What went well in this investigation? / What did not go well?
the team communicated in a timely fashion

Temporary Countermeasures Removed? {Clicked = Yes}

Containment Complete: Date: 07/12/2013 [mm/dd/yyyy] Time: 12:22 PM [h:mm AM/PM]

Close Without Resolution? * Reason: No Assigned Value Verify that all actions are closed and all Indicator Data on the Problem ID screen is accurate before closing.

Close Problem? * Enter Closing Date: []

2 Close messages remain. Be sure to recognize team and individual contributions. Remain in the Library. To re-open it, return

This problem can NOT be closed until all of the following conditions have been met, or until a "Reason for Close Without Resolution" has been selected.

- You have one or more Open Actions. All Actions must be closed.
- The "Temporary Fix Removed?" checkbox on this screen must be checked.

Comments:
Audit at supplier will occur in 4 weeks when supplier has implemented our quality control measures

These are the requirements for closing a problem. Add more or less requirements if needed.

Customer Complaints

Customers enter their problems in your system, each in a secure area. (D0)

- PHRED will be configured to match your customer forms.
- Capture your customer complaints directly by the customer entering them into the system, from your customer support department, or by linking directly with a CRM such as Salesforce.
- Save time without having to exchange emails and calls with you customers.

The screenshot displays the PHRED8D Shared system interface. The top navigation bar includes 'Home', 'Problem Identification', '8D', 'Library', 'Reports', 'Charts', and 'Admin'. The main header shows 'State Problem D1/2 Temp Fix D3 FI-FA Root Cause D4 Solutions D5/6 Close D7'. The user is identified as 'User: Nick Rennie'.

The main content area is titled 'D0 & D1' and contains the following form fields and sections:

- Title:** Flange 8877 on edge strip breaks during installation of light truck doors
- Buttons:** Save/Next, Cancel, Save/Recall, Demote
- Form Fields:**
 - Title (D2): Flange 8877 on edge strip breaks during installation of light truck doors
 - Location: Cincinnati
 - Host Owner: Rennie, Nick Primary
 - Mfg Site: Charlotte
 - Area: Operations
 - Customer Owner: Lim, Ann CustomerA
 - Shr With: CustomerA
 - Occurrence: Date: 02/02/2015, Time: 5:36 AM, Time Zone: U.S. MST GMT -7
 - Initiated By: LAURIE RAMBAUD, PHRED Date: 06/02/2015
 - Last Updated By: Nick Rennie Date: 6/14/2017
 - Team Members: Yau Chan, Jorge Humberto Cossio, Mark Hampton, Laurie Jenkins, Ann Lim, LAURIE RAMBAUD, Nick Rennie, Cheryl Sears, Monica Stout, Erica Timmer, and Avi Uprety
- Tracking Data:**
 - Tracking Data System: CustomerA
 - Product Name: Flange 8877
 - Product Number: 8877
 - Product Line: Semiconductor
 - Date Ordered: 02/01/2013
 - Production Date: 02/02/2013
 - Shipment Date: 02/03/2013
 - Due Date: (empty)
- Action Log Table:**

ID.	Action Description	Due Date Status	Completion Date Type	Send Email	Delete Sub-Type
1.	Notify final inspection to change specification SP 273. Stout, Monica : PHRED : QA	2/10/2015 Closed	2/5/2015 Containment	<input type="checkbox"/> Send Email	Delete Failure Analysis
- Additional Info:**
 - Last Updated By: Nick Rennie Date-Time: 2/27/2015-02:04 PM
 - Action Visible to PHRED Only
 - Buttons: Add Action, All Other Actions

Supplier Issues

Suppliers and contract manufacturers can enter, edit and manage problems with you, each in their own secure area.


- Configure the system to enforce your requirements to close a problem
- Approve or reject the supplier's response via the Grant Close Approval function
- Drive timely actions and responses. Look over your supplier's shoulder as they are solving problems.

The screenshot displays the PHRED8DShared web application interface. The top navigation bar includes 'Home', 'Problem Identification', '8D', 'Library', 'Reports', 'Charts', and 'Admin'. The main content area shows a problem entry form for 'Flange 8877 on edge strip breaks during installation of light truck doors'. The form includes a 'Grant Close Approval' section with buttons for 'Save/Next', 'Cancel', and 'Save/Recall'. A red callout box points to the 'Grant Close Approval' button, stating: 'You as the host company can approve or reject the supplier's response via this Grant Close Approval button.' Below the form, there is a yellow warning box with the following text: 'This problem can NOT be closed until all of the following conditions have been met, or until a "Reason for Close Without Resolution" has been selected.' The conditions listed are: 'You must have a Problem Statement on the Problem Details screen.', 'You must select either "Yes" or "No" to each question on the Temporary Fix screen', 'FIIFA is required. All fields must be completed on the FIIFA screen.', 'You have one or more Open Actions. All Actions must be closed.', 'You must have at least one Root Cause which has been verified on the Verification and Evidence screen.', 'You have one or more empty fields on the Solutions screen. All fields must be entered.', 'The "Temporary Fix Removed?" checkbox on this screen must be checked.', and 'The "Indicators Verified on Problem ID Screen?" checkbox on this screen must be checked.' A second red callout box points to the yellow warning box, stating: 'Suppliers need to fulfill these requirements before closing a problem. You can add or change these requirements as needed.' The interface also shows a sidebar with navigation options like 'Revisions', 'Email', 'Team', 'Help', 'Coach', 'Experts', and 'Map'. The top right corner of the page has the text 'D7 & D8'.


Management Reports and KPIs

See an overall view of what's happening.

- PHRED will be configured to get the KPIs and reports you need, including specific 8D formats and one-page summary reports
- With PHRED, you can save time because you will no longer need to prepare your reports manually




Claim poster Customer Complaint,931



Title	Customer Internal Claim number	Date	Customer Phone
Flange 8877 Edge strip breaks during installation of light truck doors	F7485	08-15-2015	847-655-2536

Customer Name	Claimed Quantity in pcs	Product Number	Codification	Originator	Claim Reason
Terry Johnston	4584	1255 8D	N/A	Operations	Yes



Exactly how did the customer describe the problem:

The deblader at the botton sticks and the edgestrip comes off

Problem Statement

Edge Strip breaks during installation on light truck doors on models XLT & PDQ

Root Cause Group

2.Man3.Environment

Causes of the Problem

N/A 1 . slots in the edge strip vary in opening. slots too narrow causes damage to inner strip 2 . A botarm is pushing the edge strips onto the door with too much pressure 3 . The doors are too wide not meeting spec #100357008 4 . lock 5 . bolt

Corrective action

1 Introduce tighter quality controls on supplies of edge strips from manufacturer 2 Adjust the maintenance schedule for the lubrication nozel on the botarms Maintenance and Operators of botarms 10/14/2017 3 Manufacture a mechanism to measure the edge strips prior to the botarm picking them out of the bins

Library & Reports

Save time preparing internal and customer reports. Export to Excel or PDF.

- Search the library by Keyword, Location, Customer, Supplier, Part Number, Problem Owner, etc. Find out if this problem has been solved before.
- The One-Page example to the right will be configured to match the fields, structure and colors that you want.

Excel Export Word Export View PDF Email Print Close

PHRED SOLUTIONS PHREDGlobal 931 8D 6/23/2017 7:59:37 AM (me)

State Problem

Title Flange 8877 Edge strip breaks during installation of light truck doors **Date Received** : 08-15-2015

Problem Type Quality

Initiated By : Monica Simpson - 12-09-2015 **Last Updated** **Problem Owner** Nick Rennie
By Nick Rennie, Date: 06-22-2017

Business Unit : China **Country** : Denver

location : Operations

Team Members : Eugene Burgrave (RO), Paulina Cabbrera, Rahul Das (RO), Laurie Rambaud, Nick Rennie, George Schmidt, Monica Simpson, Avishek Uprety, and Ayush Uprety

Tracking Data (Quality)

Voice of the Customer - Detailed Description: The deblader at the botton sticks and the edgestrip comes off

Part number: F7485	Product Description: K97 Door
Part Name: K97BE	
Phone: 847-655-2536	Factory Detection Point: No
Customer Contact: Terry Johnston	Contact Email : terry@bertind.com
Lot number: 4584	Potential improvement beyond?: Yes
Repeat Issue?: Yes	If Yes, enter issue #: 1255 8D
Supplier Name: Fredricks 7792	Supplier Contact: Bill Simkins

Severity of Problem: Medium

containment Actual Date: 5/4/2014

State Problem

Problem Statement
Edge Strip breaks during installation on light truck doors on models XLT & PDQ

What is happening? 1. Inner strip splits when outer strip is applied. 2. Outer strip breaks when installed over inner strip. The temperature impacts on the performance of the edge strips during installation.	What should be happening? Inner strip should fit firmly around the edges of the door frame. The outer strip should apply sufficient pressure on the inner strip creating a seal between the inner strip and the door frame.
Where does it happen? Door assembly spur, station 7, bin 28 and 29	When does it happen? When edge strip is being installed on Titanium Blanks. The problem began with supply shipment 200603041127 and has continued sporadically throughout following shipments on both sides of the line.
How is the problem measured? Operators of Strip Botarms 62 and 43 Manufacturers/Suppliers Group Leaders 1st, 2nd, and 3rd shifts	What is the extent of the problem? The material composition of the outer Edge Strip lacks sufficient flexibility (ductility) to seal the inner strip to the blank without causing damage to the inner edge strip or itself.

Charts

Save time preparing charts and share the information.

- Search and create charts by Keyword, Location, Customer, Supplier, Part Number, Problem Owner and many more.
- Click on any bar within a chart to see which problems are within that bar.
- Export your charts into Excel or PDF.
- Chart failure mode paretos, open vs. closed, problems by plant, supplier & more.



IT/Technical Information

- PHRED can be installed on your own servers or PHRED Solutions can host the system on the cloud
- PHRED does not typically need it's own server; it is less than a gigabyte
- PHRED can interface with other systems within your organization such as SAP or Salesforce to reduce data entry redundancy
- Typically, PHRED requires minimal IT involvement as the Admin section in the system allows for the quality department to make changes to the system themselves

Thank You

PHRED Solutions

Nick Rennie

nick@phredsolutions.com

+1 (970) 453-5235