What happened? Start here.

Six quality problems, the first move for each, and the order to work in. Each step has a free chapter in the matching Field Book.

Customer complaint 01

START WITH

Log it with a number, then contain suspect stock before you investigate.

YOUR PATH

1. Complaint log
2. Containment
3. Root cause
4. PFMEA update
5. Control Plan
6. Work instruction
7. LPA question
8. Effectiveness check

shopfloorops.com/problems/customer-complaint

Repeat defect 02

START WITH

Pull the last fix and ask why it did not hold.

YOUR PATH

1. Review the last fix
2. Restate the problem
3. Contain it
4. 5-Why
5. Fishbone
6. Corrective action
7. Lock it in
8. Effectiveness check

shopfloorops.com/problems/repeat-defect

Supplier problem 03

START WITH

Inspect the lot before it moves, then contain it and put it in writing.

YOUR PATH

1. Receive and inspect
2. Contain it
3. Decide and tell
4. Ask for the fix
5. Find the cause
6. Prove the fix
7. Update the record
8. Audit the source

shopfloorops.com/problems/supplier-problem

Audit finding 04

START WITH

Restate the finding against the exact requirement.

YOUR PATH

1. Requirement
2. Restate it
3. Correction
4. Look beyond the sample
5. Root cause
6. Corrective action
7. CAR tracker
8. Evidence

shopfloorops.com/problems/audit-finding

New part launch 05

START WITH

Confirm the PPAP level and customer requirements on day one, then start the PFMEA before the Control Plan.

YOUR PATH

1. Set up the launch
2. PFMEA
3. Control Plan
4. Work instruction
5. Gage R&R
6. First article
7. Run at rate
8. PPAP

shopfloorops.com/problems/new-part-launch

Process drifting 06

START WITH

Contain what was made since the last good check, then rule out the gage before you blame the process.

YOUR PATH

1. Spot the drift
2. Containment
3. Gage R&R
4. Control chart
5. Capability
6. Root cause
7. Control Plan
8. Prove it held

shopfloorops.com/problems/process-drifting