The Monday Board

Eight actions, one per step. Each leaves you knowing something true about your plant.

☐ 01 · THE COMPLAINT LOG

Pull your last three customer complaints.

For each one, check whether the part, lot, quantity, what the customer saw, and the due date are written in one place.

If any live only in an email, move them into your log today.

☐ 02 · THE 8D REPORT, STEPS D1 TO D3

Open your oldest open corrective action.

Check that D3 covers all four places: customer, transit, finished goods and work in process.

If the clean break point isn't written down, write it today.

☐ 03 · 5 WHY AND FISHBONE, STEP D4

Pull one closed corrective action.

Check whether it answers all three legs: occurrence, detection and system.

If it stops at "retrain operator," ask the next why with the team this week.

☐ 04 · THE PROCESS FMEA

Find the last step on your PFMEA.

Walk the floor from that step to the shipping dock.

List every step you pass that isn't on the PFMEA.

☐ 05 · THE CONTROL PLAN

Pick five rows from one control plan.

Read each reaction plan out loud.

If any says only "notify supervisor," rewrite it as steps this week.

☐ 06 · THE WORK INSTRUCTION

Walk to one station and read the instruction posted there.

Check its revision against the current one in your system.

If they don't match, pull the old one today.

☐ 07 · THE LAYERED PROCESS AUDIT

Pick your last three customer complaints.

Check whether each one left a question on your LPA.

Add one question this week for any that didn't.

☐ 08 · THE EFFECTIVENESS CHECK, STEP D8

List every corrective action closed in the last six months.

Check that each one has a written effectiveness check with evidence.

Reopen any that closed on the day the fix went in.

Based on the made-up complaint RMA-031 in One Complaint: The Complaint-to-Closure Trail. Use your own forms; every check works with whatever records you already keep.