Complaint Management- A chance to improve

Improve and achieve
zero defect

Common goal:

› **Protect our customers**
› **Correct** the reported **deviation** as fast as possible

8D problem solving team:

› Analyze deviation
› Identify and eliminate all root causes
› Long-term effective, corrective and preventive actions to prevent a recurrence

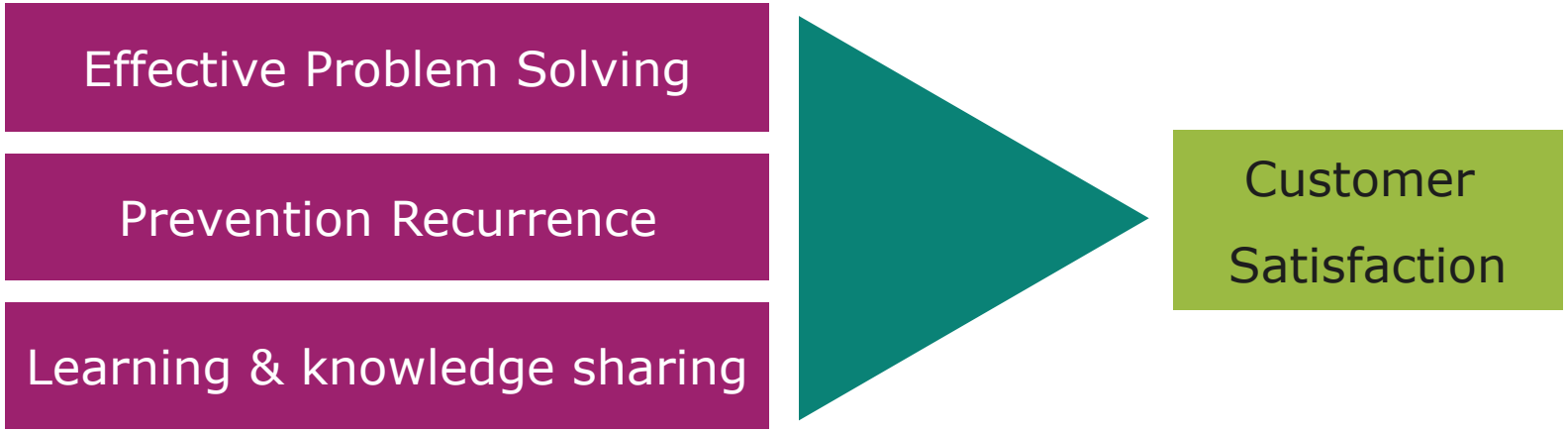


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8D methodology for structured problem Solving

The 8D **(Eight Disciplines)** problem solution method is a sequence of methodic steps which should be completed when a problem has to be solved

8D is used to **identify, correct** and **eliminate** the recurrence of quality problems

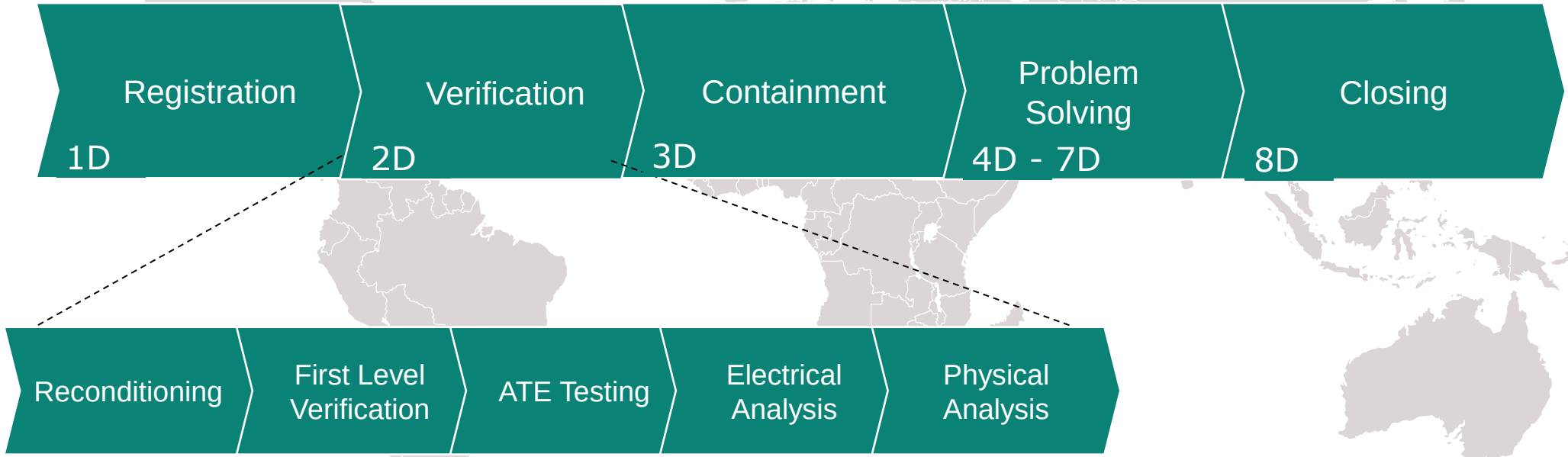


The underlying principle of the 8D problem solving method is to emphasize **team synergy.**
The team as a whole is believed to be better and smarter than the quality of the individuals.

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Complaint Management Process Overview (FAR)

The IFX complaint management process follows the 8D process



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