

PROBLEM - IMPACT STUDY

1

PROBLEM

Found out that significant number of rework is needed after delivery of product

2

IMPACT

Cost of sales had increased by 5%

3

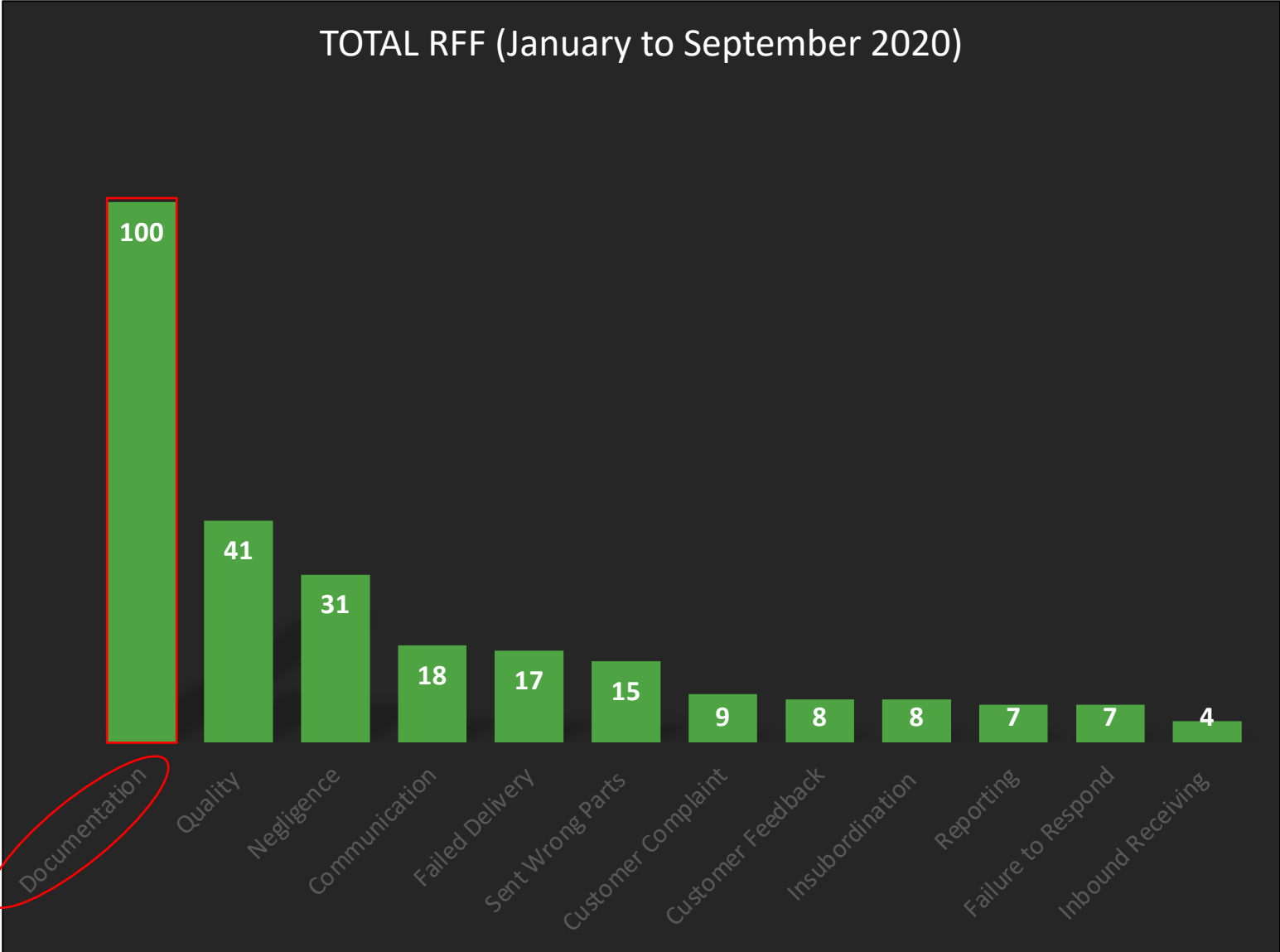
CURRENT

Average number of rework feedback form (RFF) for year 2020 is about 29 cases per month

4

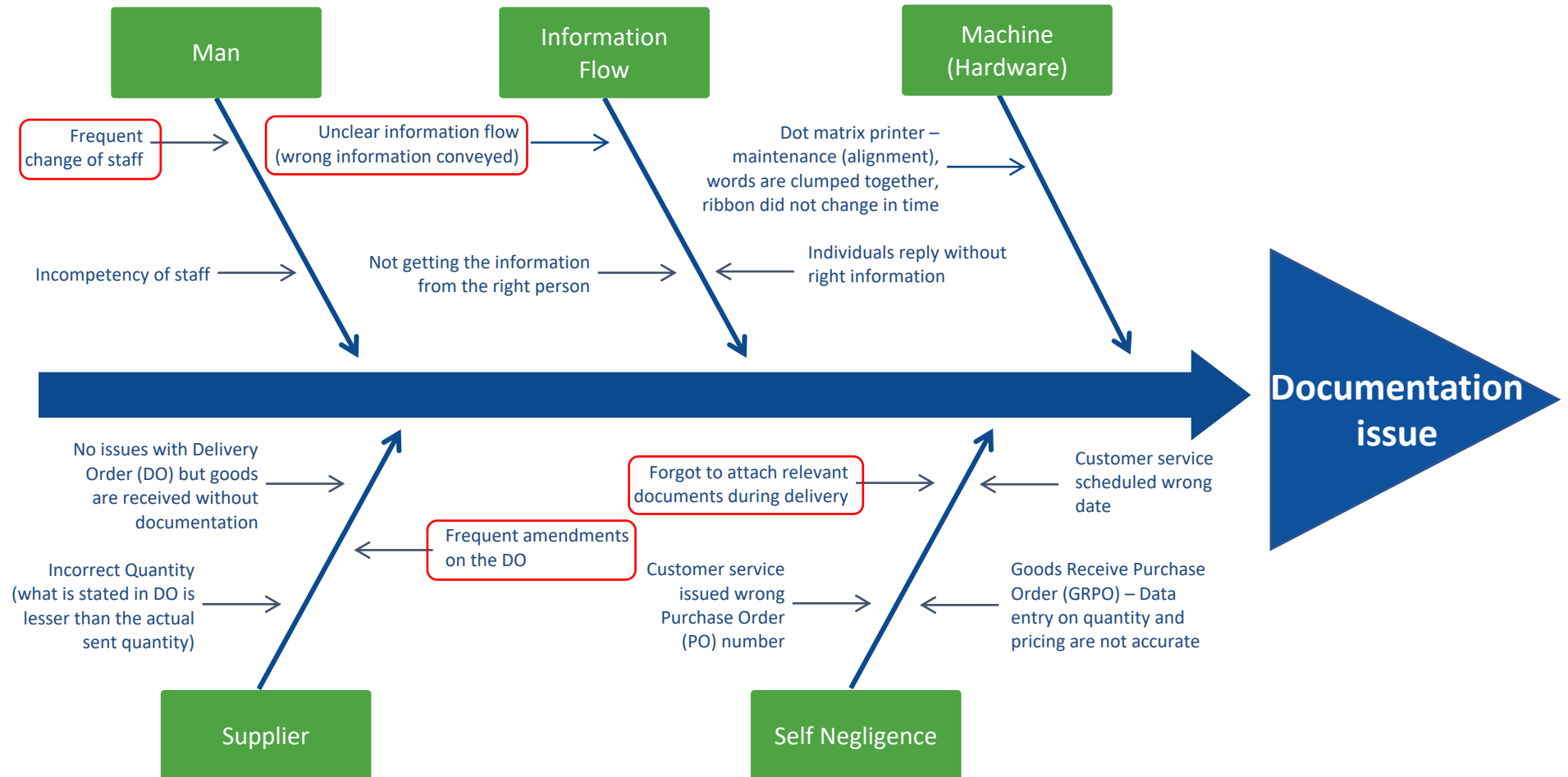
OBJECTIVE

Our client would like to reduce the average number of RFF to 20 cases per month effective 2021






ROOT CAUSE ANALYSIS

Documentation



SOLUTIONS AND EXPECTED OUTCOMES

Corrective actions to be implemented and monitored

 Category	 Root Cause	 Solutions
Information Flow	Unclear information flow (wrong information conveyed)	<ol style="list-style-type: none">1. Create chat group for information sharing2. Insert remarks in SAP (ERP software)3. Send email4. Weekly Customer Service meeting
Supplier	Frequent amendments on the Delivery Order (DO)	<ol style="list-style-type: none">1. Minimise schedule change2. Educate the supplier3. Restrict the Warehouse Personnel to amend the DO unless approved by the Purchaser
Self Negligence	Forgot to attach relevant documents during delivery	<ol style="list-style-type: none">1. Constantly update the customer matrix2. Insert remarks in SAP (ERP software)3. Quality Assurance will do a final check on documentation to ensure necessary documents are attached to the DO
Man	Frequent change of staff	<ol style="list-style-type: none">1. Create buddy system2. Personal coaching / Mentorship3. Redesign the job scope