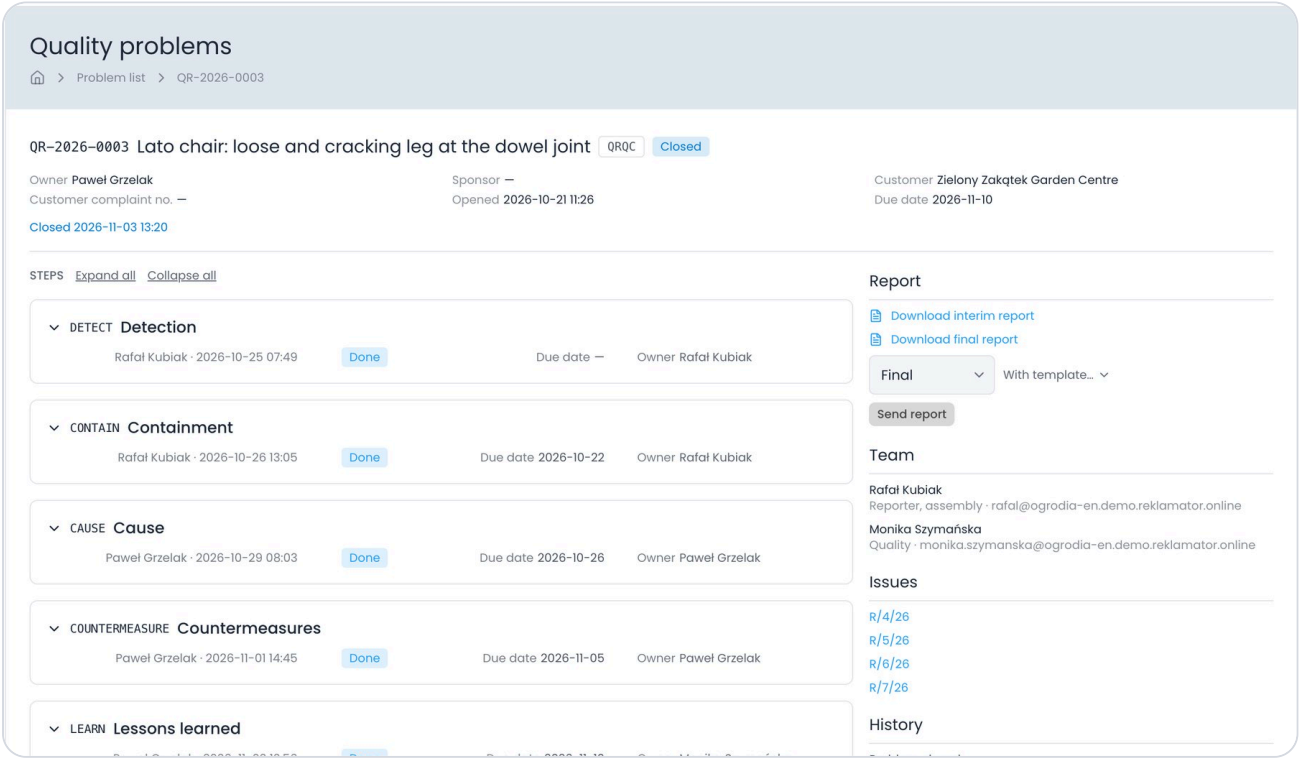
Reklamator

The third complaint about the same chair. The last one.

A garden furniture maker, forty people, one production hall. How a foreman reports a problem from a phone, the team traces it to a worn drill bit within days, and two weeks later the customer gets a report proving the defect will not come back.

QRQC step by step

Part 2 of 3



STARTING POINT

Ogrodia: complaints handled, the problem — not

A sample garden furniture maker from Kalisz, Poland: chairs, tables, benches and loungers for garden centers, online shops and hotels. It has handled complaints in Reklamator for a long time. All screens in this document come from the company's demo account.

4 people
on the team: quality, production, assembly, complaints

4 complaints
about the Lato chair in three weeks — 12 chairs at four customers

13 days
from the shop-floor report to a closed QRQC

0 complaints
about chairs built after the actions were in place

WHAT HAPPENED BEFORE

- **Each complaint on its own** — customer service replaced the chair, the customer was happy, case closed.
- **"Probably transport"** — three complaints about the same model from three customers worried nobody.
- **A meeting on the floor** — notes on a sheet by the drill; a week later nobody remembered who was checking what.
- **The customer asks "what did you do?"** — and gets an email written from memory.

WHAT THE QUALITY MODULE CHANGED

- **QRQC from a phone** — the foreman reports a problem in a minute, right at the rack.
- **Complaints linked to the problem** — it is clearly one defect, not four cases.
- **5 Why in the system** — a root cause backed by measurement, not a hunch.
- **Actions with verification** and a PDF report for the garden center, sent from the problem record.

QR-2026-0003 IN FIVE STEPS

21 Oct — **Detection**
the foreman reports QRQC from rack B4

22 Oct — **Containment**
244 chairs checked, 16 rejected

24–29 Oct — **Cause**
hole measurement, 5 Why to the end

27 Oct–1 Nov — **Actions**
drill counter, gauge at assembly

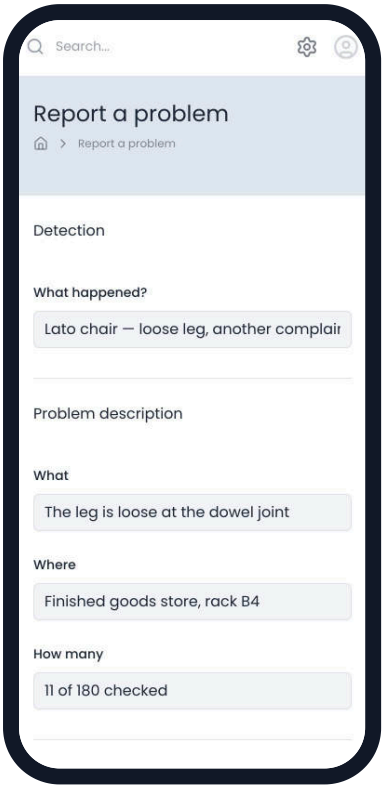
2 Nov — **Verification**
5 days of measurements, 0 deviations

3 Nov — **Closure**
lessons and a customer report

> The hero is the **Lato** folding chair: the leg is loose at the dowel joint with the seat frame, and on two chairs it cracked at the hole. Problem **QR-2026-0003**.

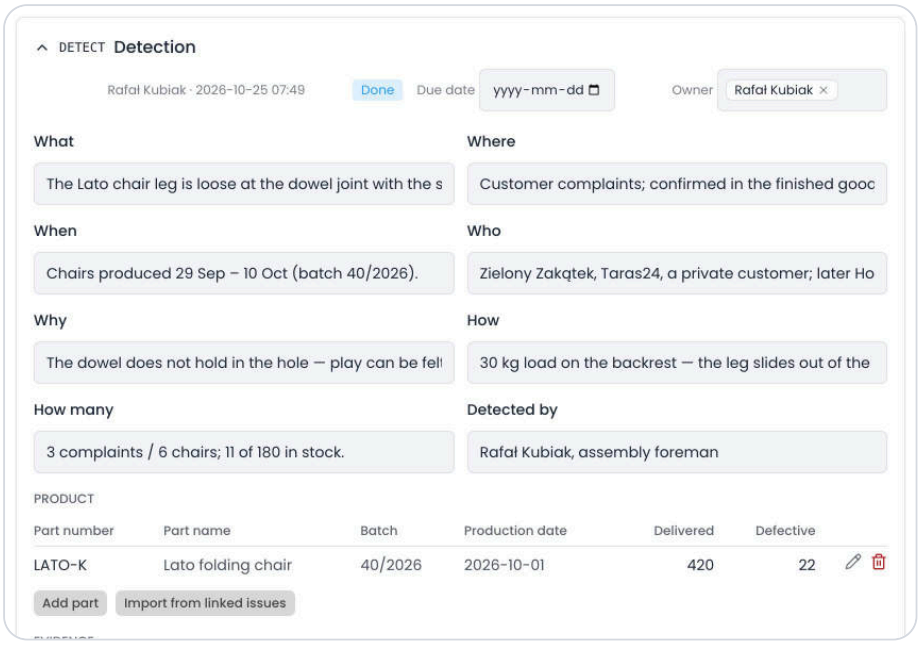
21 OCT DETECTION

The foreman reports the problem from a phone, at the rack

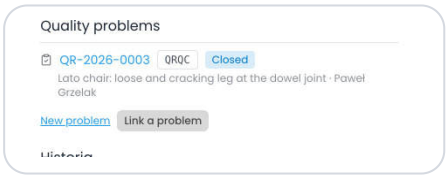


"Report QRQC" — title, what happened, where, how many, photos, what was done straight away. No method or steps to choose.

Customer service takes the third complaint about the Lato chair and calls the shop floor. The assembly foreman goes to rack B4, checks a few boxes and opens a QRQC on the phone right away. Shipping from the rack is put on hold before anyone sits down at a computer.



The "Detection" step — 5W2H: what, where, when, who, why, how, how many. Below it the **product**: the Lato chair from the catalog, batch 40/2026, 420 made, 22 defective.



On the hotel's complaint (R/7/26) — the linked problem. The next complaint about the same chair is linked with one button.

- **The problem joins complaints** — four complaints from four customers, one cause.
- **Owner** — the foreman hands the problem to the production manager and stays on the team.
- **Deadline** — containment by tomorrow, cause in 5 days. Calculated automatically.

A photo from the phone

The cracked leg photographed at the rack goes straight into the "Detection" step — iPhone photos included.

Who, not "someone"

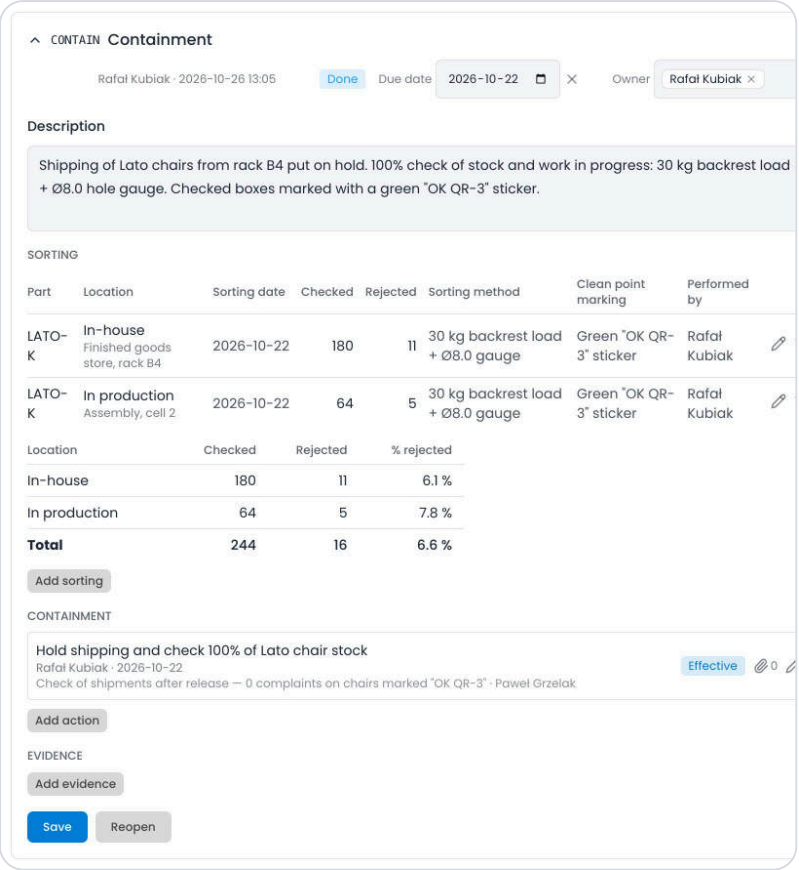
Every step has an owner: detection and containment — the foreman, cause and actions — the production manager, lessons — the quality team.

Complaint ↔ problem

The complaint shows the problem number and status. The problem shows every complaint it covers.

22 OCT CONTAINMENT

No loose chair leaves the warehouse



The "Containment" step: description, sorting register in two locations with totals, and a containment action marked "Effective".

Sorting with a record

The foreman checks 100% of the stock on rack B4 and the chairs in progress at the assembly cell: a 30 kg backrest load and a Ø8.0 hole gauge. Each checked box gets a green **"OK QR-3"** sticker.

WHERE	CHK.	REJ.
Store, rack B4	180	11
Assembly, cell 2	64	5
Total	**244**	**16 (6.6%)**

The clean point marking is in the register. When the customer asks which delivery onwards the chairs are checked — the answer is in the report.

Containment action

"Hold shipping and check 100% of stock" — with an owner and a deadline. Once shipping resumes, the production manager confirms it was effective.

The system does the maths

Totals per location and overall, reject rate — no calculator, no spreadsheet.

Not a stock movement

Sorting is a record for the customer. Stock levels stay untouched.

Same day — shipping from rack B4 on hold

244 chairs — checked in the store and at assembly

16 stopped — before they reached customers

"OK QR-3" — the mark of a checked box

24–29 OCT CAUSE

Not "assembler error". A drill bit with no change interval.

The production manager runs 5 Why at drilling machine WW-2, caliper in hand. Two chains: why the defect occurred and why assembly did not catch it.

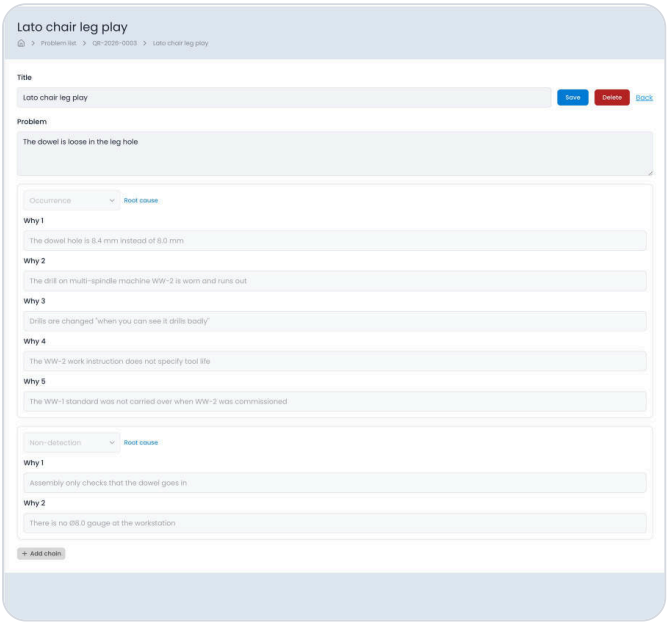
Why 1 the hole is 8.4 mm instead of 8.0

Why 2 the drill on WW-2 is worn and runs out

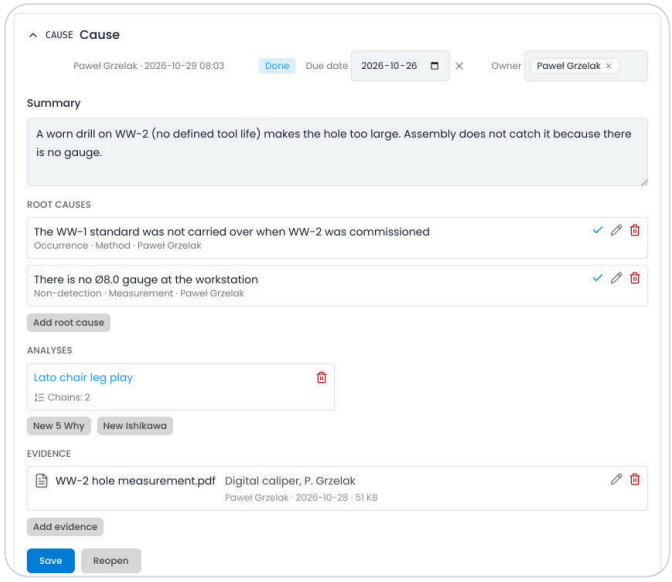
Why 3 drills are changed "when you can see it drills badly"

Why 4 the WW-2 instruction does not specify tool life

Root cause the WW-1 standard was not carried over to WW-2



5 Why analysis "Lato chair leg play" — occurrence and escape chains, both marked as root causes.



The "Cause" step: summary, two root causes with the verification mark, the analysis and **evidence** — 20 holes measured before and after the drill change.

Verification, not a hunch

Before the drill change: 8.35–8.45 mm. After: 8.02–8.05 mm. The cause has evidence — only then is it "verified".

KIND	CATEGORY	ROOT CAUSE	EVIDENCE
Occurrence	Method	The WW-1 drill-life standard was not carried over when WW-2 was commissioned	20 holes measured before and after the change
Escape	Measurement	There is no Ø8.0 gauge at the assembly station	5 loose chairs passed assembly without remarks

When there are more possible causes, the same step lets you add an Ishikawa diagram — that is how the quality team is now handling the paint chip problem (page 8).

27 OCT – 2 NOV COUNTERMEASURES

Two actions, each with proof that it worked



The "Countermeasures" step: each action points to the cause it removes and has an owner, a deadline and a verification result. The paperclip — evidence attached to the action.

ACTION	WHO	HOW IT WAS CHECKED	RESULT
Change WW-2 drills every 5,000 holes, counter in the controller	production manager	30 holes per shift for 5 days	Effective Ø8.00–8.05 mm, 0 deviations
Ø8.0 go / no-go gauge at the assembly station	assembly foreman	assembly observed	Effective 0 loose chairs in 2,400 pcs
Same standard on WW-1 and WW-3 (preventive)	production manager	workstation audit	Effective instructions and counters in place

The owner knows

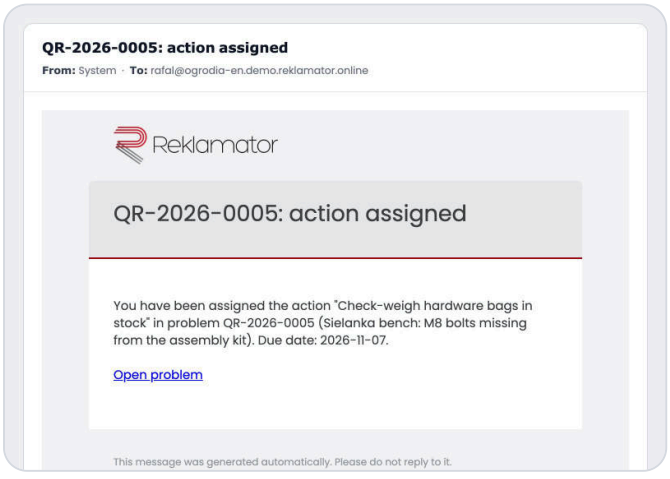
Everyone assigned an action gets an email with a link. Overdue actions go into the morning reminder.

Evidence on the action

The WW-2 tool change card as a PDF attached to the action — with a note, author and date.

"Implemented" is not enough

The QRQC will not close until at least one corrective action has confirmed effectiveness.



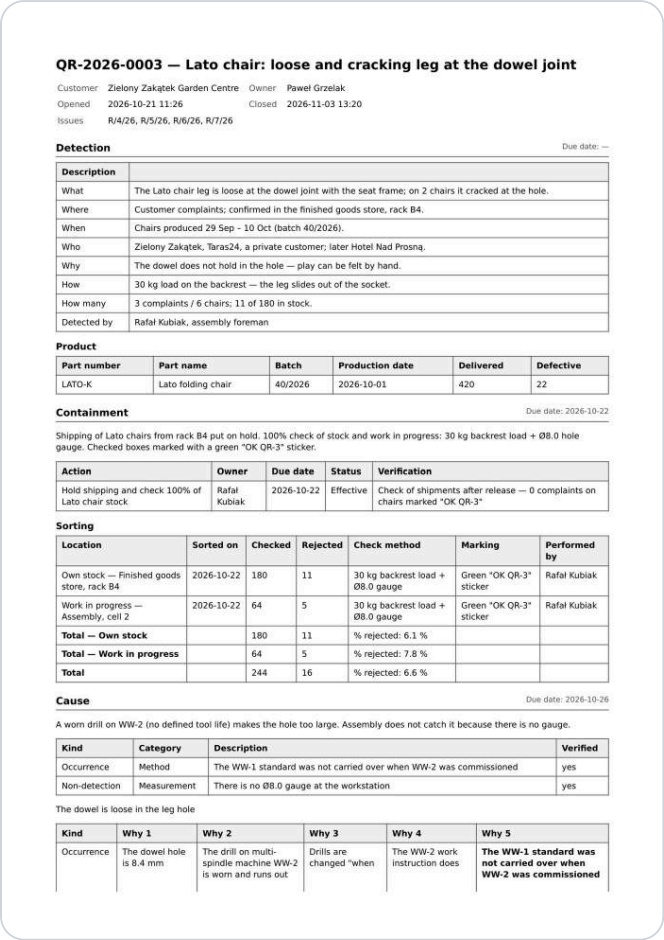
Notifications from templates

Action assigned, approval requested, decision made — each with its own template, subject and switch. They go out in the recipient's language.

> **Every day from 7:00** anyone with an overdue step or action gets one summary reminder — including items due today and tomorrow.

3 NOV LESSONS, CLOSURE, REPORT

The garden center gets a report, not an apology



QR-2026-0003 — Lato chair: loose and cracking leg at the dowel joint

Customer Zielony Zakątek Garden Centre · Owner Paweł Grzelak
Opened 2026-10-21 11:26 · Closed 2026-11-03 13:20
Issues R/4/26, R/5/26, R/6/26, R/7/26

Detection Due date: —

Description	
What	The Lato chair leg is loose at the dowel joint with the seat frame; on 2 chairs it cracked at the hole.
Where	Customer complaints; confirmed in the finished goods store, rack B4.
When	Chairs produced 29 Sep - 10 Oct (batch 40/2026).
Who	Zielony Zakątek, Taras24, a private customer; later Hotel Nad Prosną.
Why	The dowel does not hold in the hole — play can be felt by hand.
How	30 kg load on the backrest — the leg slides out of the socket.
How many	3 complaints / 6 chairs; 11 of 180 in stock.
Detected by	Rafał Kubiak, assembly foreman

Product

Part number	Part name	Batch	Production date	Delivered	Defective
LATO-K	Lato folding chair	40/2026	2026-10-01	420	22

Containment Due date: 2026-10-22

Shipping of Lato chairs from rack B4 put on hold. 100% check of stock and work in progress: 30 kg backrest load + Ø8.0 hole gauge. Checked boxes marked with a green "OK QR-3" sticker.

Action	Owner	Due date	Status	Verification
Hold shipping and check 100% of Lato chair stock	Rafał Kubiak	2026-10-22	Effective	Check of shipments after release — 0 complaints on chairs marked "OK QR-3"

Sorting

Location	Sorted on	Checked	Rejected	Check method	Marking	Performed by
Own stock — Finished goods store, rack B4	2026-10-22	180	11	30 kg backrest load + Ø8.0 gauge	Green "OK QR-3" sticker	Rafał Kubiak
Work in progress — Assembly, cell 2	2026-10-22	64	5	30 kg backrest load + Ø8.0 gauge	Green "OK QR-3" sticker	Rafał Kubiak
Total — Own stock		180	11	% rejected: 6.1 %		
Total — Work in progress		64	5	% rejected: 7.8 %		
Total		244	16	% rejected: 6.6 %		

Cause Due date: 2026-10-26

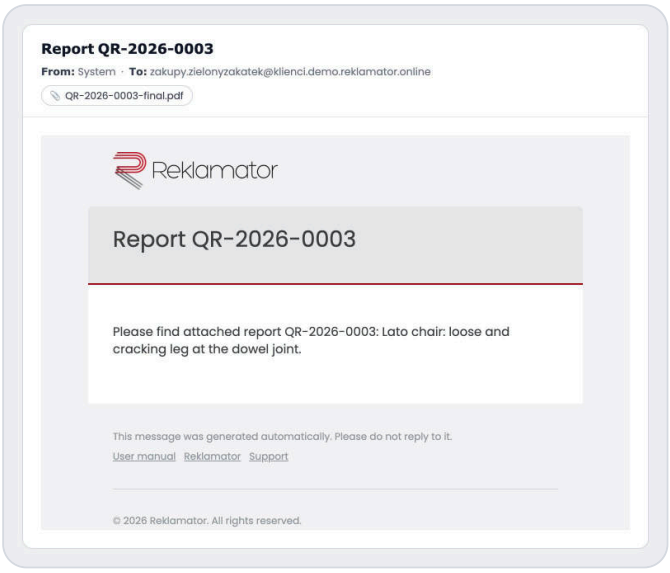
A worn drill on WW-2 (no defined tool life) makes the hole too large. Assembly does not catch it because there is no gauge.

Kind	Category	Description	Verified
Occurrence	Method	The WW-1 standard was not carried over when WW-2 was commissioned	yes
Non-detection	Measurement	There is no Ø8.0 gauge at the workstation	yes

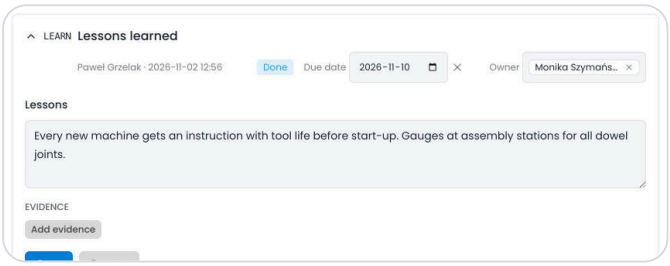
The dowel is loose in the leg hole

Kind	Why 1	Why 2	Why 3	Why 4	Why 5
Occurrence	The dowel hole is 8.4 mm	The drill on multi-spindle machine WW-2 is worn and runs out	Drills are changed "when	The WW-2 work instruction does	**The WW-1 standard was not carried over when WW-2 was commissioned**

QRQC report as PDF — detection, product, sorting, causes, 5 Why, actions with verification, lessons, evidence. From the system template or your own.



Sent from the problem record to Zielony Zakątek, with the PDF attached. The "Report sent" entry stays in the history.

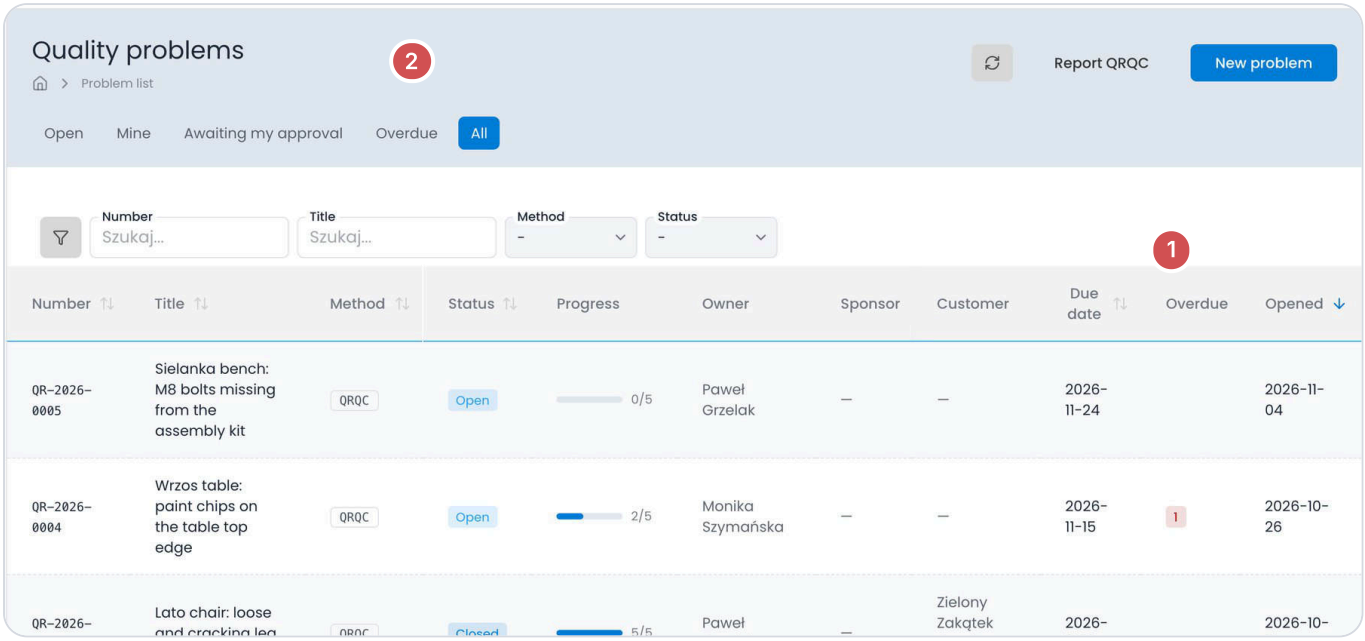


Lessons: every new machine gets a tool-life instruction before start-up; gauges on every dowel joint.

13 days	4 complaints	16 chairs	1 report
from the shop-floor report to closure	linked to one problem	stopped before shipping	for the customer, with evidence

MONDAY QUALITY REVIEW

The quality team sees what is stuck before the customer asks



1 Wrzos table: the "Cause" step is overdue 2 views: mine, overdue, all



QR-2026-0004 in progress — Ishikawa for paint chips: two "probable" causes, the rest waiting to be checked.

Internal problems too

QR-2026-0002 is a pallet of benches that tipped over in the warehouse — with no complaint at all. Same QRQC, same discipline: cause, action, verification.

- A morning reminder for the owner of an overdue step.
- On every complaint — whether someone is already looking for the cause.
- History: who closed a step, who confirmed effectiveness.

WHERE THE COMPANY WINS

BEFORE	WITH THE QUALITY MODULE	RESULT
Complaints handled one by one.	Complaints linked to one problem.	→ **A recurring defect shows** by the second case.
A meeting on the floor, a note by the machine.	QRQC from a phone, steps with deadlines and owners.	→ **Agreements do not get lost.**
"Probably transport".	5 Why with a measurement as evidence.	→ **A cause, not a guess.**
An email to the customer written from memory.	A PDF report from the problem record.	→ **The customer sees what was done.**

GETTING STARTED

QRQC up and running in an afternoon

Ogrodia has the Professional plan with the Quality add-on. It did not change its complaint process or templates — it added permissions and started reporting problems.

1

Permissions

The "Production and complaints" group: browse, create, edit, report.

APPROX. 10 MIN

2

Deadlines

QRQC: containment 1 day, cause 5, countermeasures 15, lessons 20.

DEFAULTS

3

Phone

"Report QRQC" saved to the foreman's phone home screen.

APPROX. 5 MIN

4

First problem

From a complaint: "New problem" or "Link problem".

RIGHT AWAY

PROFESSIONAL + QUALITY — THIS COMPANY

QRQC and 8D

Up to 15 users, complaints with rules and templates, quality problems, PDF report, reminders.

BUSINESS + QUALITY

When an OEM customer arrives

More users and issue types, customer forms, integrations — part 3.

PART 1

Module overview

All features: 8D, sponsor, Ishikawa, reports, deadlines.

Good to know

- QRQC needs no sponsor — one person leading it is enough. If the problem grows, escalating to 8D carries all the work over.
- A foreman without access to all problems sees those where they are on the team or have an action.
- Demo data is fictitious; the screens come from the live system.

A 30-MINUTE DEMO

Got a defect that keeps coming back? Let's work through it together.

On your own example, from report to customer report.

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