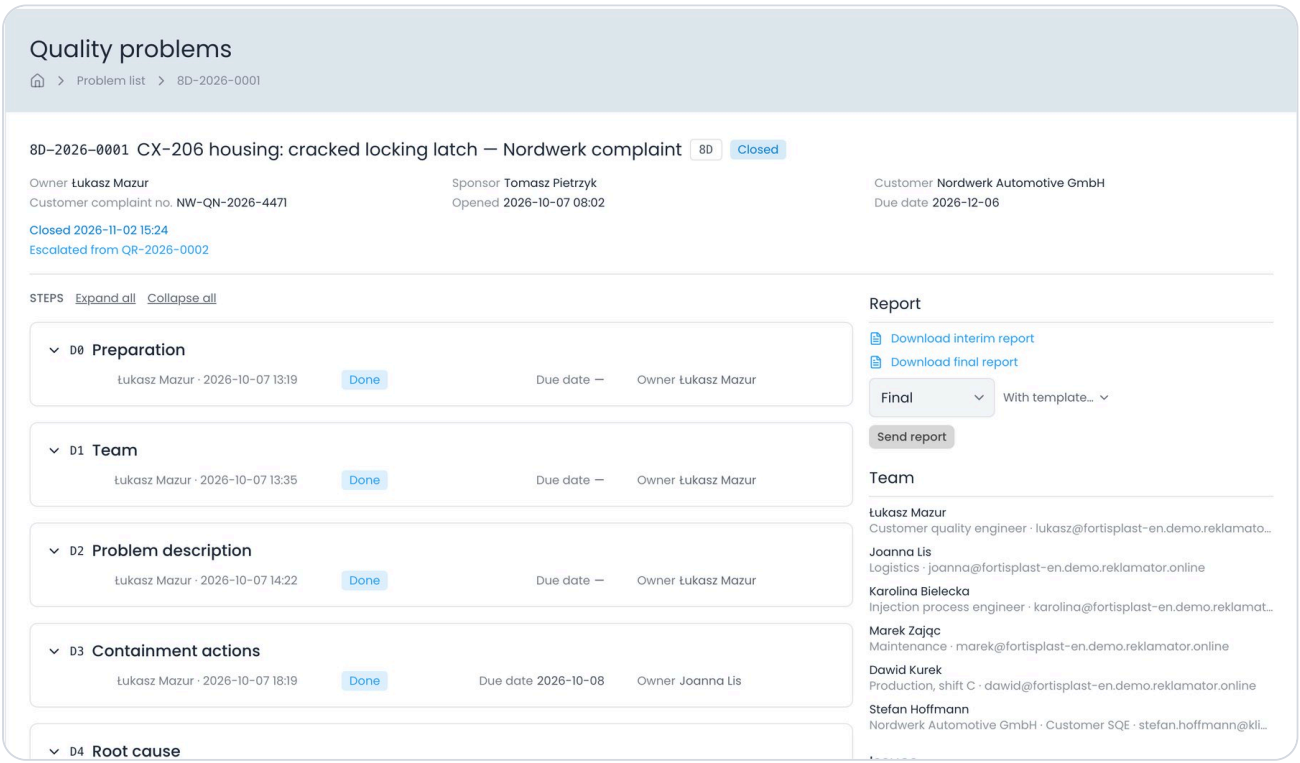
Reklamator

A complaint is a symptom. Quality removes the cause.

Quality problems in Reklamator: fast QRQC response on the shop floor, full 8D for OEM customers, 5 Why and Ishikawa, actions with effectiveness checks, sponsor approvals and a PDF report — in the same system where you handle complaints.

Module overview

Part 1 of 3



STARTING POINT

A complaint can be closed in a week. The cause — only if someone looks for it.

Customer service replaces the product, refunds the money and closes the case. A month later the defect is back in another delivery, at another customer. The quality module links individual complaints to the problem behind them and leads the team from detection to a proven fix.

HOW IT USUALLY GOES

- **8D in a spreadsheet** — "final_v3_fixes.xlsx" goes round by email and nobody knows which version is current.
- **Customer deadlines** — containment in 24 h, root cause in 10 days, closure in 60. Someone's calendar keeps track.
- **Root cause "operator error"** — because nobody took 5 Why to the end, and nobody analyzed why the defect escaped.
- **Implemented = closed** — without checking whether it worked.
- **No link to complaints** — the third complaint about the same part lands with a different person.

HOW REKLAMATOR DOES IT

- **A problem has its own record** — linked to any number of complaints, or none at all (audit, line, supplier).
- **Method steps with deadlines** counted from opening, and a daily reminder for the right person.
- **5 Why and Ishikawa in the system** — occurrence and escape analyzed separately, root cause with verification evidence.
- **Effectiveness is its own step** — an action is "effective" or "ineffective", with method and result.
- **8D report as PDF** sent to the customer from the problem record, in their language.

FROM COMPLAINT TO CLOSED PROBLEM

1. **Detection**
   A customer complaint or a report from the shop floor — from a phone, in a minute.
   `QRQC · D2`
2. **Containment**
   Block, sort in every location, mark the clean point.
   `CONTAIN · D3`
3. **Root cause**
   Ishikawa 6M, 5 Why for occurrence and escape, verified with evidence.
   `CAUSE · D4`
4. **Actions and proof**
   Corrective, preventive, checked effectiveness, final report.
   `D5–D8`

2 methods
QRQC and 8D in one engine, one-click escalation

2 tools
5 Why and the Ishikawa diagram, drawn automatically

3 approvals
the sponsor approves D4, D7 and D8 — the four-eyes principle

6 languages
for reports and notifications: pl, en, de, cs, nl, ro

TWO METHODS, ONE RECORD

QRQC on the shop floor in minutes. 8D when the customer asks for it.

Not every problem needs nine steps and a sponsor. A small internal defect takes the fast QRQC path. When it turns out to be serious, or the customer demands an 8D report, one click carries all the work done so far into a new 8D.

QRQC — QUICK RESPONSE

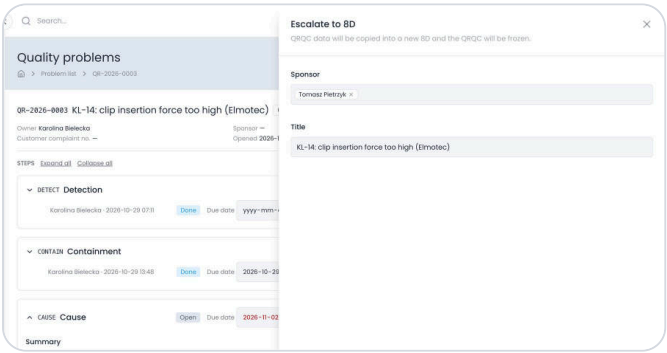
Detection	Containment	Cause	Countermeasures	Lessons
5W2H, photos, who found it	block, sorting	5 Why, Ishikawa	corrective, verification	for next time

No sponsor. The owner closes it once every condition is met. Ideal for smaller manufacturers and internal problems.

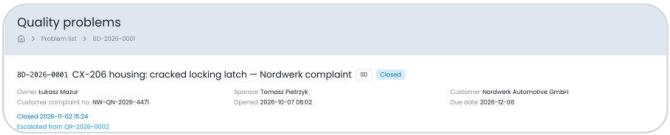
8D — THE FULL OEM METHOD

D0	D1	D2	D3	D4	D5	D6	D7	D8	PDF
preparation	team	IS / IS NOT	containment	root cause ✓ sponsor	choose actions	implement	prevention ✓ sponsor	closure ✓ sponsor	customer report

The sponsor (a different person from the owner) approves D4, D7 and D8. Approving D8 closes the 8D.



Escalating QRQC → 8D — pick a sponsor and a title. Detection, containment, analyses, causes, actions, parts, sorting and evidence move into the 8D.



The 8D header links back to QR-2026-0002. The source QRQC is frozen as evidence — nothing disappears and nothing is counted twice.

A copy, not a move. The 8D gets deadlines counted from the escalation date, and the QRQC shows who did what in the first hours — before anyone said "8D".

Own numbering

QR-2026-0002, 8D-2026-0001 — a separate counter per method, restarting every year.

Many complaints, one problem

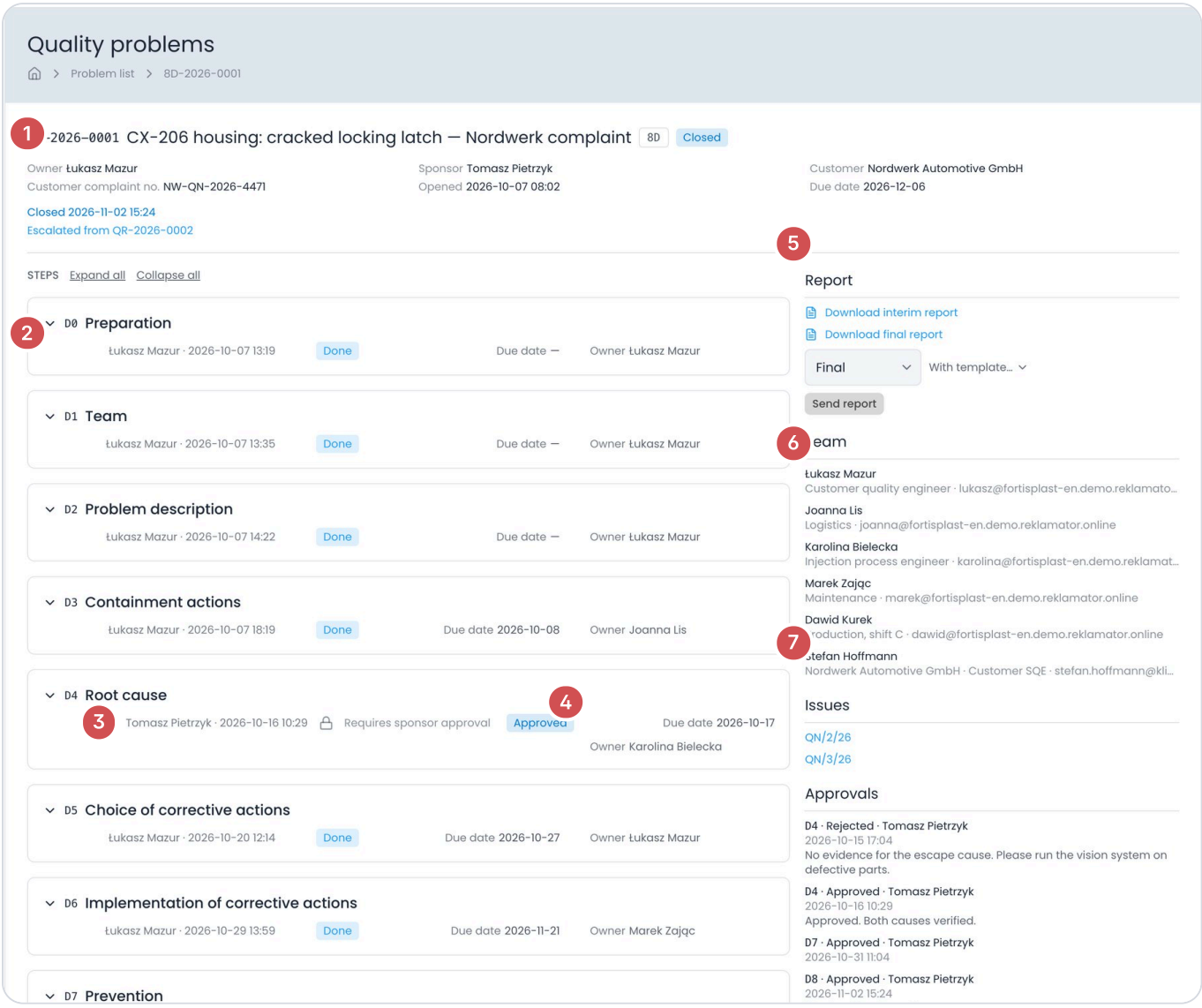
A problem links to any number of issues. An internal problem may have none.

External team members

The customer's or supplier's SQE in the 8D team — no account needed, name and company in the report.

PROBLEM RECORD

One screen instead of a spreadsheet, emails and meeting notes



1 number, method, status, customer and their complaint no.
2 method steps, each with its own status
3 who approved and when
4 step deadline and owner
5 interim and final report
6 team and linked complaints
7 approvals and full history

Steps in parallel

The process engineer writes the analysis in D4 while logistics fills in sorting in D3 — at the same time. Every step has a version: if someone saved a change before you, the system shows who and when instead of silently overwriting.

Deadlines on steps

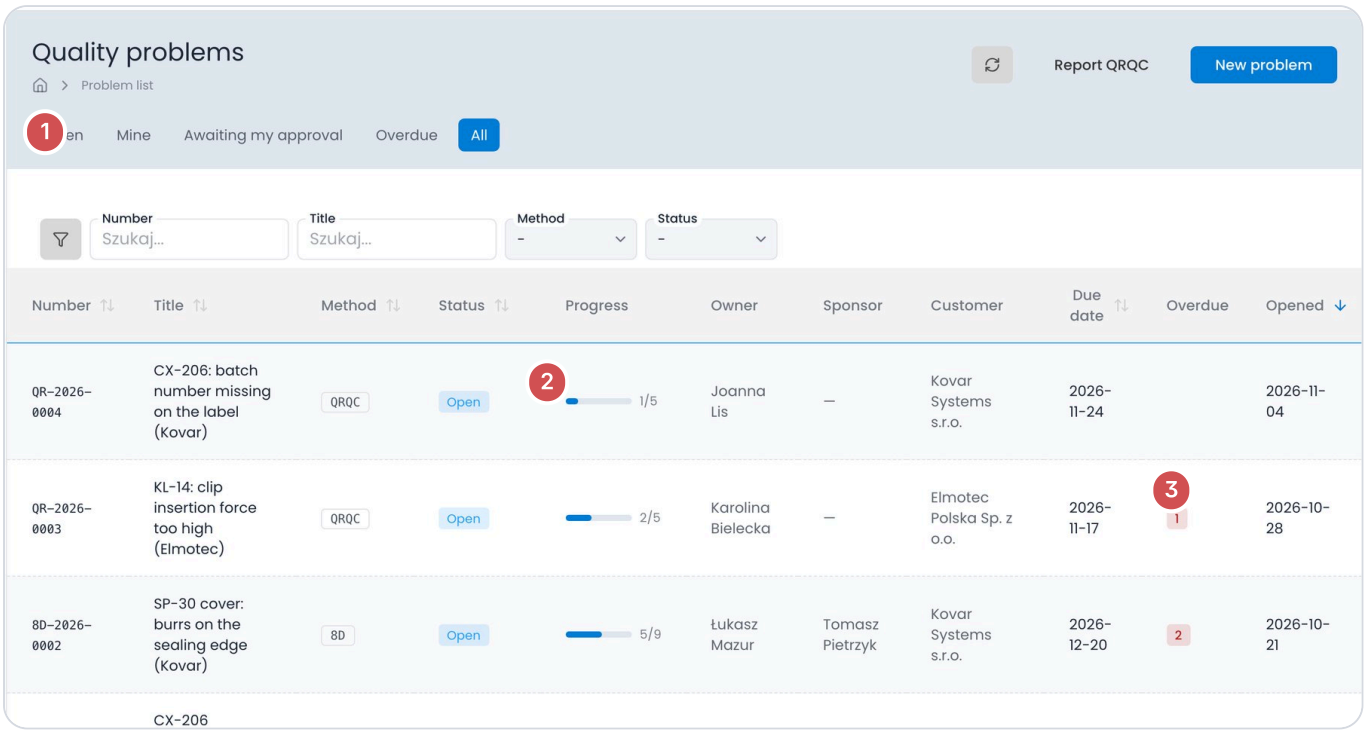
8D defaults: D3 in 1 day, D4 in 10, D8 in 60 — from the opening date, in the account's time zone. Change the numbers in settings, or a single step's deadline on the record.

History you can rely on

Every change, step closure, sponsor decision, report sent and evidence added — with date and name. The IATF auditor gets a trail, not a story.

PROBLEM LIST

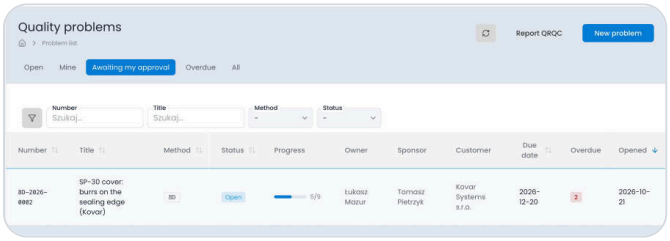
Everyone sees what needs their move today



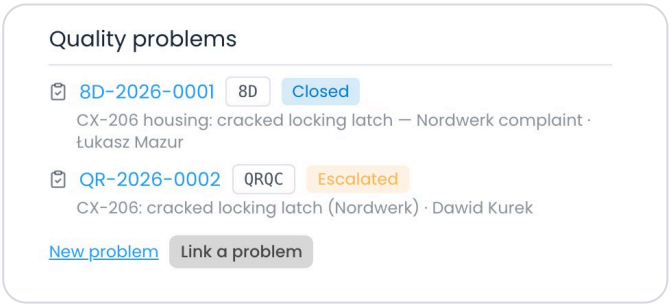
1 views: open, mine, awaiting my approval, overdue, all

2 progress: closed steps out of all

3 number of overdue steps and actions



Sponsor view — "Awaiting my approval": only problems where D4, D7 or D8 is ready for a decision.



On the complaint — the "Quality problems" section: status, method, owner. Create a new problem or link an existing one with one button.

Visibility

Without the "all problems" permission a user sees only problems where they are owner, sponsor, team member, or owner of a step or action.

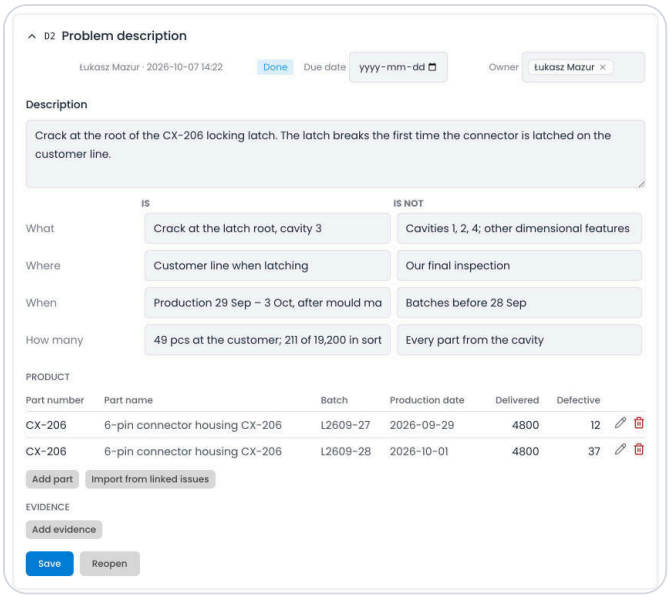
Filters

Number, title, method, status, owner, sponsor, customer, organization — also via the API.

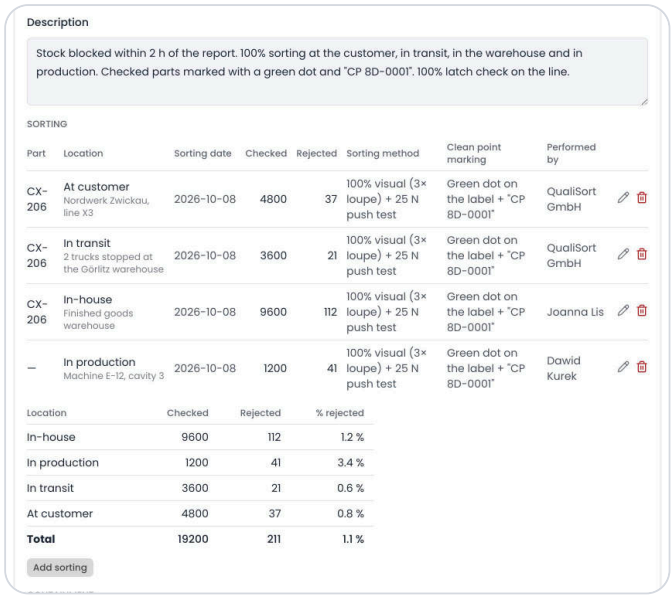
"Report QRQC"

A short phone form: what happened, where, how many, photos, what was done straight away. Shift leaders report from the floor.

How many parts, which batch, and where else they are



D2: IS / IS NOT for what, where, when, how many — and below it the **product**: part number, batch, production date, delivered, defective. Parts can be pulled from the linked complaints with one button.



D3: sorting register — at the customer, in transit, in our stock, in production, at the supplier. Checked, rejected, method, clean point marking, who did it. Totals and reject rate are calculated automatically.

19,200 pcs	211 rejected	"CP 8D-0001"	< 24 h
checked in 4 locations	1.1% — visible at once, no spreadsheet	marking on post-sorting deliveries	from report to interim report

Product from the catalog

Pick the part from the product catalog or type its number. Up to 50 items per problem — batches and production dates go into the report.

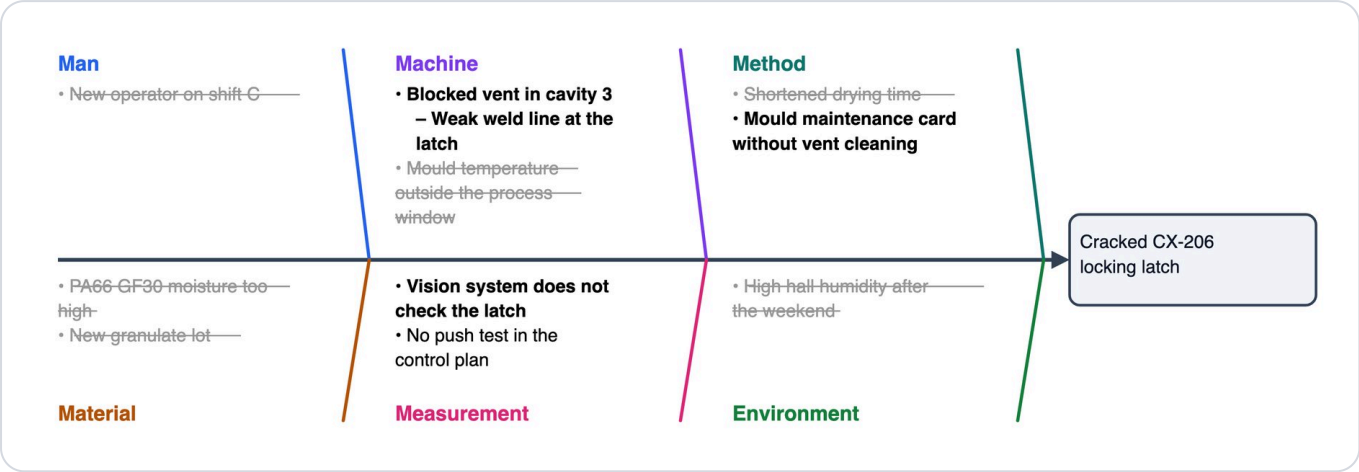
Sorting is a record

The register does not change stock levels — it is evidence for the customer: who checked each batch, where and how.

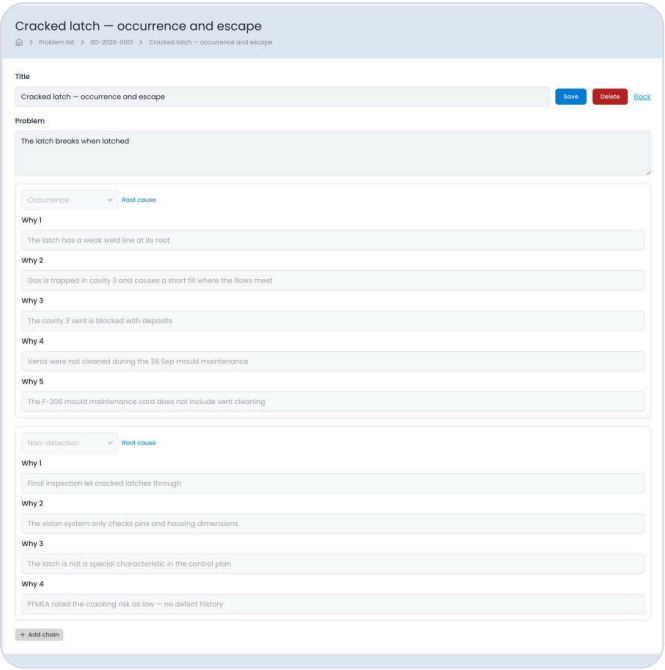
Evidence on the step

The sorting company's record, photos, measurements — up to 30 files per step and 10 per action, with a note and author. An approved step freezes its evidence.

Ishikawa and 5 Why.
Analysis is a draft, the root cause is the result.



The Ishikawa diagram (6M) draws itself from a list of causes: man, machine, method, material, measurement, environment. Each cause has a status — candidate, probable, verified (bold), excluded (struck through). The same image goes into the PDF report.

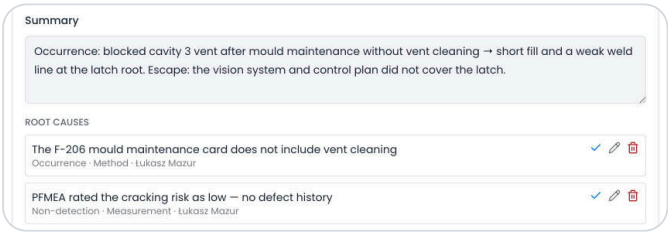


5 Why in two chains — why the defect occurred and why it was not detected. Up to 10 chains of 10 "whys".

From analysis to root cause

A 5 Why chain or an Ishikawa cause is **marked as the root cause** with one button. The root cause gets a kind (occurrence / escape), a 6M category and **verification evidence**.

- A corrective action must point to the root cause it removes.
- An 8D will not close without a verified occurrence **and** escape cause.
- Ishikawa causes can carry photos — from a phone, straight from the floor.
- Analyses in progress do not go to the sponsor; what was marked as root cause does.



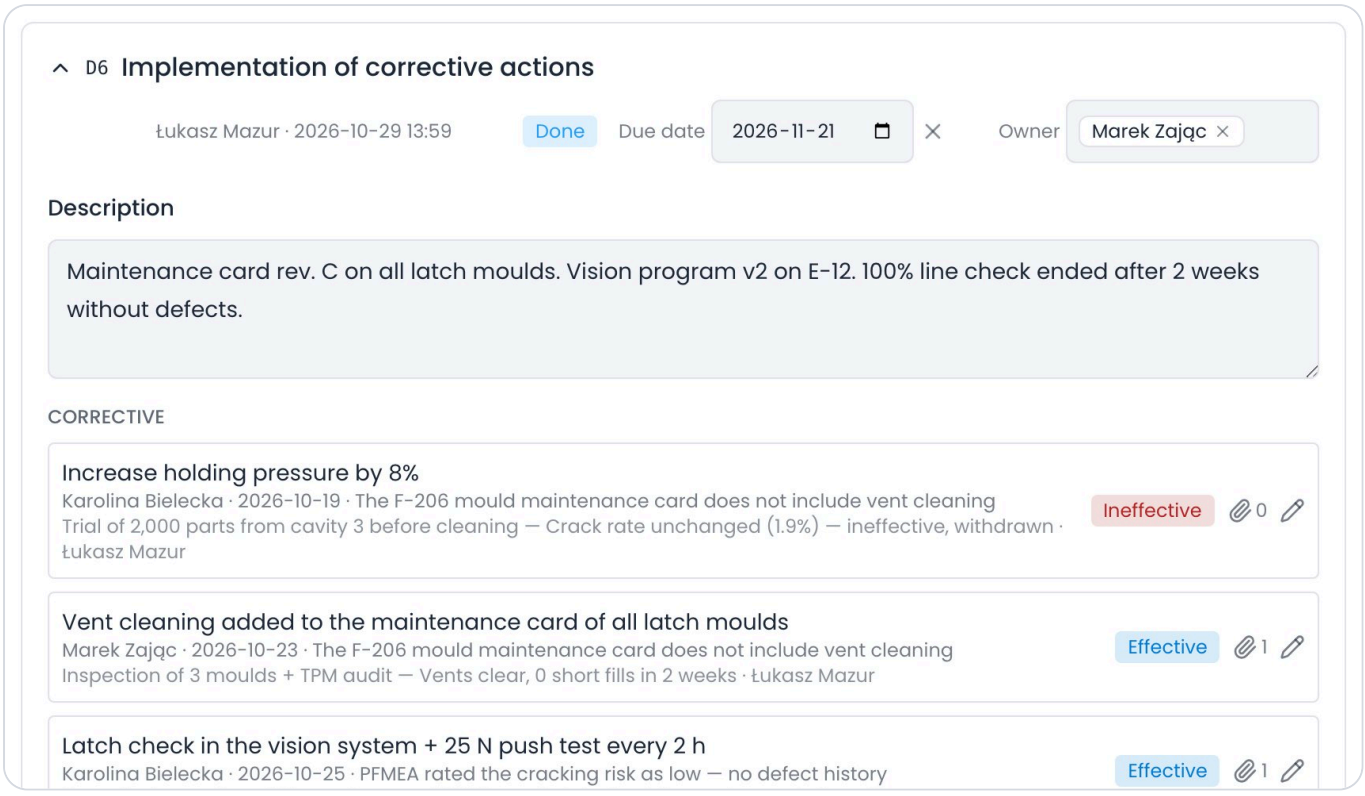
Root causes in D4 with the green verification mark.

Up to 150 causes
Ishikawa is edited as a list — causes and sub-causes in six categories, no arrows to drag around.

Occurrence and escape
Two kinds of cause, two 5 Why chains. OEM customers ask about both — the report shows both.

6M categories
Every root cause has a category — over time you see whether machines, methods or measurement hurt most.

"Implemented" is not "effective". The system asks for proof.



D6 with three corrective actions. Raising the holding pressure proved **ineffective** — it stays on the record as evidence, and the problem got an action that worked.

Action lifecycle

STATUS	MEANING
Open	has an owner and a deadline
Implemented	done, waiting to be checked
Effective	verification method and result, who checked
Ineffective	stays as evidence, a new action is needed

- **Three kinds**: containment, corrective (with root cause), preventive.
- **The owner gets an email** with a link and can see the problem even outside the team.
- **Evidence on the action** — mould maintenance card, inspection program validation.
- **Only an action not yet started** can be deleted.

Corrective points to a cause

Each corrective action is tied to a root cause — you can see which cause it removes.

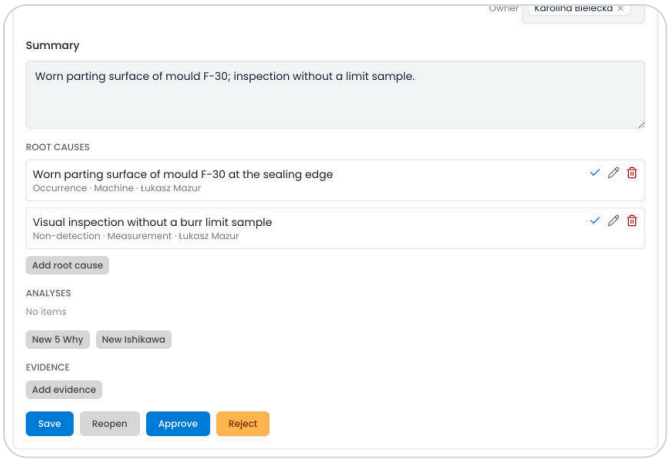
Prevention in D7

PFMEA, control plan, rolling the fix out to similar products — with its own sponsor approval.

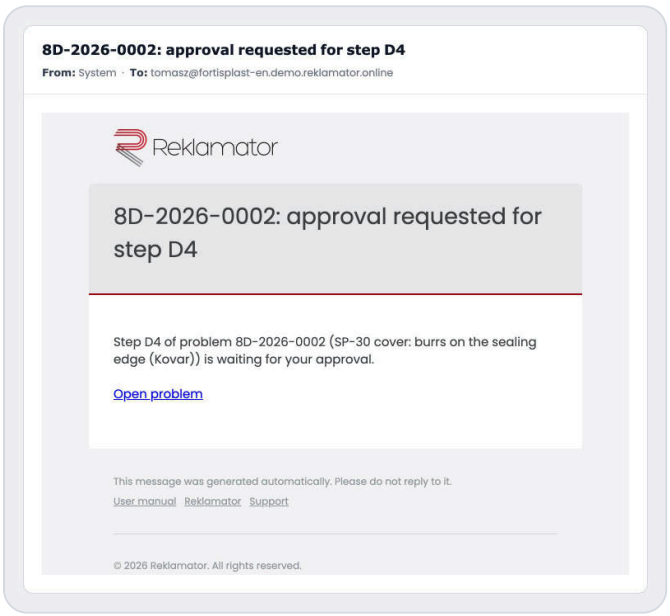
Overdue in red

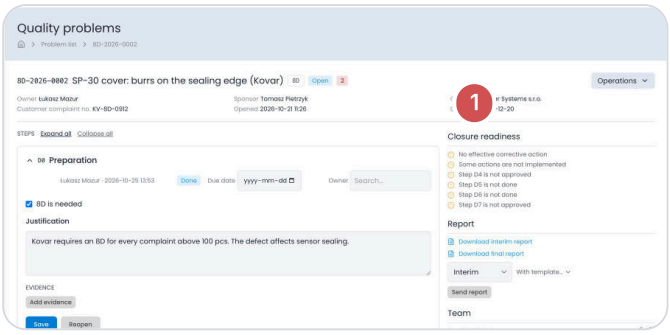
An open action past its deadline counts as overdue on the list and goes into the morning reminder.

The sponsor approves specific content. Closure has a gate.



Sponsor view on step D4: "Approve" or "Reject" (with a comment). An approved step is locked — only the sponsor can unlock it, and the history records it.

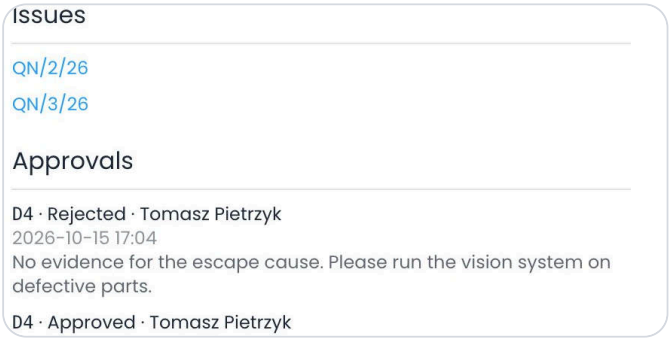




1 **Ready to close** — a list of what is still missing: approved D4, an effective corrective action, closed steps.

Rules you cannot bypass

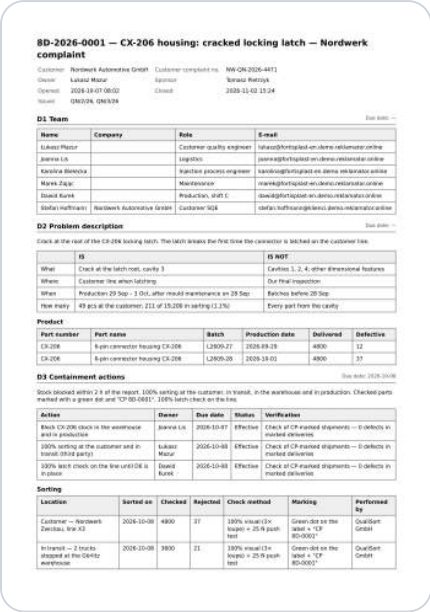
- **A person approves, not a permission** — only the sponsor named on the problem. In 8D the sponsor ≠ the owner.
- **The decision applies to a version** — if someone changed the step after the sponsor opened it, the decision will not go through until the sponsor sees the new content.
- **Approving D8 closes the 8D** — only when D3–D7 are done, occurrence and escape causes verified, there is an effective corrective action and none is open.
- **QRQC** is closed by its owner — same gate, without the sponsor parts.



Approvals — the sponsor rejected D4 asking for evidence of the escape cause, and approved it a day later. Both entries stay in the report.

CUSTOMER REPORT

The 8D report as PDF, sent from the problem record



8D-2026-0001 — CX-206 housing: cracked locking latch — Nordwerk complaint

D1 Team

Name	Company	Role	E-mail
Łukasz Mazur		Customer quality engineer	lukasz@fortisplast-en.demo.reklamator.online
Joanna Lis		Logistics	joanna@fortisplast-en.demo.reklamator.online
Karolina Bielecka		Injection process engineer	karolina@fortisplast-en.demo.reklamator.online
Marek Zając		Maintenance	marek@fortisplast-en.demo.reklamator.online
Dawid Kurek		Production, shift C	dawid@fortisplast-en.demo.reklamator.online
Stefan Hoffmann	Nordwerk Automotive GmbH	Customer SQE	stefan.hoffmann@nordwerk.demo.reklamator.online

D2 Problem description

	IS	IS NOT
What	Cracks at the latch root, cavity 3	Cavities 1, 2, 4; other dimensional features
Where	Customer line when latching	Our final inspection
When	Production 29 Sep – 3 Oct, after mould maintenance on 28 Sep	Batches before 28 Sep
How many	49 pcs at the customer, 211 of 19,208 in sorting (1.1%)	Every part from the cavity

Product

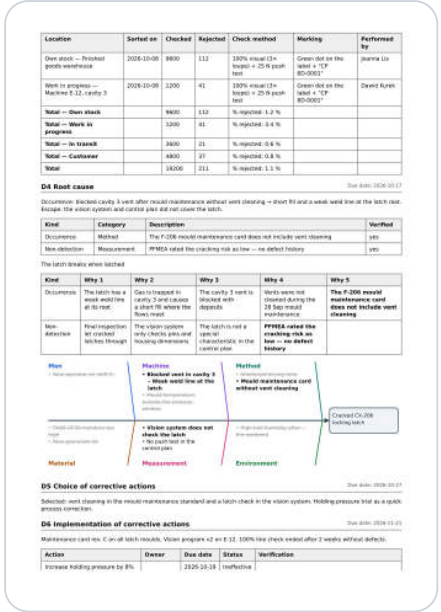
Part number	Part name	Batch	Production date	Delivered	Defective
CX-206	8-pin connector housing CX-206	L2809-27	2026-09-29	4800	12
CX-206	8-pin connector housing CX-206	L2809-28	2026-10-01	4800	37

D3 Containment actions

Action	Owner	Due date	Status	Verification
Block CX-206 stock in the warehouse and in production	Joanna Lis	2026-10-07	Effective	Check of CP-marked shipments — 0 defects in marked deliveries
100% sorting at the customer and in transit (third party)	Łukasz Mazur	2026-10-08	Effective	Check of CP-marked shipments — 0 defects in marked deliveries
100% latch check on the line until D6 is in place	Dawid Kurek	2026-10-08	Effective	Check of CP-marked shipments — 0 defects in marked deliveries

Sorting

Location	Sorted on	Checked	Rejected	Check method	Marking	Performed by
Customer — Nordwerk Zwickau, line X3	2026-10-08	4800	37	100% visual (3× loupe) + 25 N push test	Green dot on the label + "CP 8D-0001"	QualiSort GmbH
In transit — 2 trucks stopped at the D8491z warehouse	2026-10-08	3800	21	100% visual (3× loupe) + 25 N push test	Green dot on the label + "CP 8D-0001"	QualiSort GmbH



Location	Sorted on	Checked	Rejected	Check method	Marking	Performed by
Own stock — finished goods warehouse	2026-10-08	9800	112	100% visual (3× loupe) + 25 N push test	Green dot on the label + "CP 8D-0001"	Joanna Lis
Work in progress — Machine B.12, cavity 3	2026-10-08	1200	41	100% visual (3× loupe) + 25 N push test	Green dot on the label + "CP 8D-0001"	Dawid Kurek
Total — Own stock		9800	112	% rejected: 1.2 %		
Total — Work in progress		1200	41	% rejected: 3.4 %		
Total — In transit		3800	21	% rejected: 0.6 %		
Total — Customer		4800	37	% rejected: 0.8 %		
Total		19200	211	% rejected: 1.1 %		

D4 Root cause

Kind	Category	Description	Verified
Occurrence	Method	The F-206 mould maintenance card does not include vent cleaning	yes
Non-detection	Measurement	PFMEA rated the cracking risk as low — no defect history	yes

The latch breaks when latched

Kind	Why 1	Why 2	Why 3	Why 4	Why 5
Occurrence	The latch has a weak weld line at its root	Gas is trapped in cavity 3 and causes a short fill where the flows meet	The cavity 3 vent is blocked with deposits	Vents were not cleaned during the 28 Sep mould maintenance	**The F-206 mould maintenance card does not include vent cleaning**
Non-detection	Final inspection let cracked latches through	The vision system only checks pins and housing dimensions	The latch is not a camera characteristic in the control plan	**PFMEA rated the cracking risk as low — no defect history**	

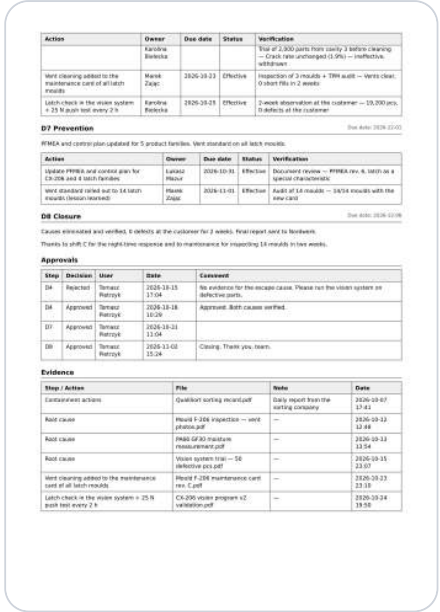
D5 Choice of corrective actions

Selected: vent cleaning in the mould maintenance standard and a latch check in the vision system. Holding pressure trial as a quick process correction.

D6 Implementation of corrective actions

Maintenance card rev. C on all latch moulds. Vision program v2 on 8.12. 100% line check ended after 2 weeks without defects.

Action	Owner	Due date	Status	Verification
Increase holding pressure by 8%		2026-10-10	Ineffective	



Action	Owner	Due date	Status	Verification
	Karolina Bielecka			Trial of 2,000 parts from cavity 3 before cleaning — Crack rate unchanged (1.0%) — ineffective, withdrawn
Vent cleaning added to the maintenance card of all latch moulds	Marek Zając	2026-10-23	Effective	Inspection of 3 moulds + TPM audit — Vents clear, 0 short fills in 2 weeks
Latch check in the vision system + 25 N push test every 2 h	Karolina Bielecka	2026-10-25	Effective	2-week observation at the customer — 19,200 pcs, 0 defects at the customer

D7 Prevention

PFMEA and control plan updated for 5 product families. Vent standard on all latch moulds.

Action	Owner	Due date	Status	Verification
Update PFMEA and control plan for CX-206 and 4 latch families	Łukasz Mazur	2026-10-31	Effective	Document review — PFMEA rev. 6, latch as a special characteristic
Vent standard rolled out to 14 latch moulds (lesson learned)	Marek Zając	2026-11-01	Effective	Audit of 14 moulds — 14/14 moulds with the new card

D8 Closure

Causes eliminated and verified, 0 defects at the customer for 2 weeks. Final report sent to Nordwerk.

Thanks to shift C for the night-time response and to maintenance for inspecting 14 moulds in two weeks.

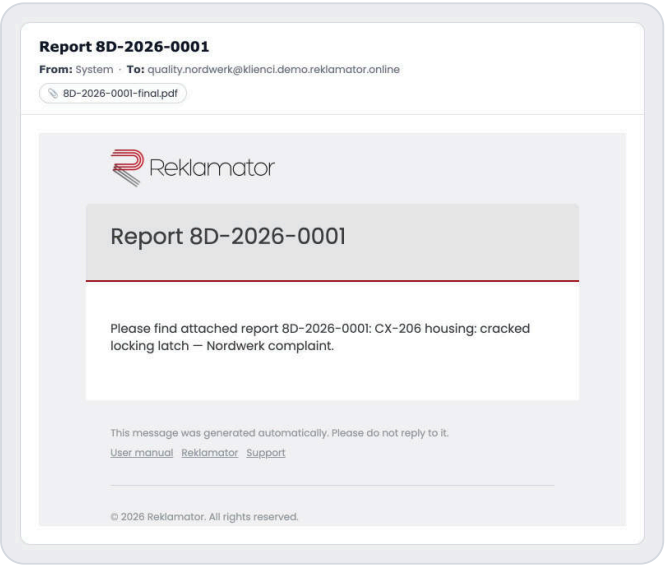
Approvals

Step	Decision	User	Date	Comment
D4	Rejected	Tomasz Petrzyk	2026-10-15 17:04	No evidence for the escape cause. Please run the vision system on defective parts.
D4	Approved	Tomasz Petrzyk	2026-10-18 10:29	Approved. Both causes verified.
D7	Approved	Tomasz Petrzyk	2026-10-21 11:04	
D8	Approved	Tomasz Petrzyk	2026-11-02 15:24	Closing. Thank you, team.

Evidence

Step / Action	File	Note	Date
Containment actions	QualiSort sorting record.pdf	Daily report from the sorting company	2026-10-07 17:41
Root cause	Mould F-206 inspection — vent photos.pdf	—	2026-10-12 12:48
Root cause	PA66 GF30 moisture measurement.pdf	—	2026-10-13 13:54
Root cause	Vision system trial — 50 defective pcs.pdf	—	2026-10-15 13:07
Vent cleaning added to the maintenance card of all latch moulds	Mould F-206 maintenance card rev. C.pdf	—	2026-10-23 13:10
Latch check in the vision system + 25 N push test every 2 h	CX-206 vision program v2 validation.pdf	—	2026-10-24 19:50

Final report 8D-2026-0001: team including the customer's SQE, D2 IS / IS NOT, product with batches, sorting with totals, Ishikawa, both 5 Why chains, actions with verification, sponsor approvals, list of evidence.



Interim and final

An interim report after containment (D3), the final one after closure. Send to the customer and CC in one window — with the PDF attached and an entry in the problem history.

- **Your template** — your customer's 8D form layout, logo, footer. Without one, the system template works.
- **Report language** is chosen when sending: Polish, English, German, Czech, Dutch, Romanian.
- **All of the customer's complaint numbers** in the report header.
- **Download the PDF** for the customer's supplier portal — one click.

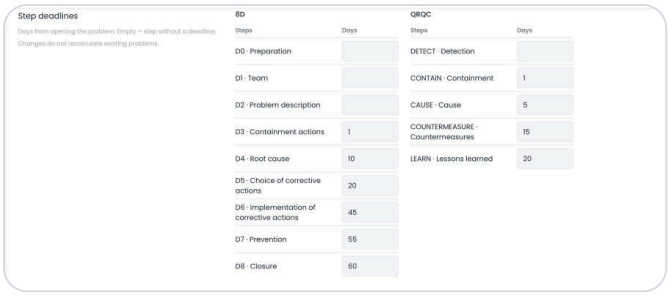
No retyping
the report is built from what the team already entered

1 version
instead of "final_v3" files in inboxes

Send log
who sent the report, when and to whom

Your format
set up the report template once

Nobody has to remember whose move is next



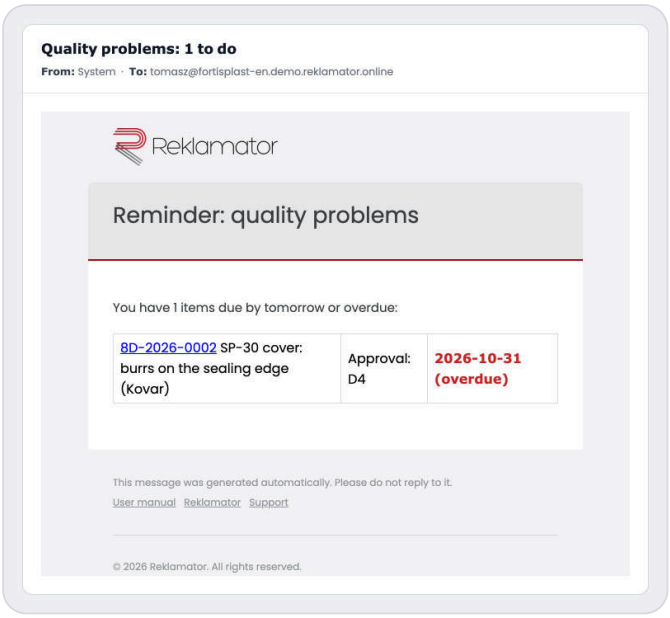
Step deadlines in days from opening — separately for 8D and QRQC. Empty field = step without a deadline.

Daily reminder

From 7:00 in the account's time zone, one email per person: overdue steps and actions, and those due today and tomorrow.

To the right person

A step — its owner; a decision — the sponsor; an action — its owner. If there is nobody, the problem owner.



Morning reminder for the sponsor: step D4 is waiting for a decision and is overdue.

NOTIFICATION	TO	WHEN
Approval requested	sponsor	the owner closed D4, D7 or D8
Sponsor decision	step and problem owner	approval or rejection with comment
Action assigned	action owner	new action or owner change
Report	customer, CC	sent from the problem record, PDF attached
Reminder	everyone with something overdue	once a day, from 7:00

Each notification has a switch, its own template and subject, and goes out in the recipient's language.

GETTING STARTED

The Quality add-on
for Professional and Business plans

We enable the module on your account as an add-on. Complaints, customers, the product catalog and templates stay where they are — quality problems simply link to them.

1
Permissions
Who browses, who creates, who edits all, who sends reports and changes settings.
APPROX. 15 MIN

2
Deadlines
Days for 8D and QRQC steps — in line with your customers' quality agreements.
APPROX. 10 MIN

3
Templates
Report in your customer's format, email texts. System templates work from day one.
OPTIONAL

4
First problem
"Report QRQC" from the floor or "New problem" from a complaint.
RIGHT AWAY

PART 1
This document
Module overview: methods, tools, approvals, report, deadlines.

PART 2
Furniture maker — QRQC
The third complaint about the same chair, and two weeks from a shop-floor report to closure.

PART 3
Automotive supplier — 8D
An OEM complaint at night, escalation to 8D, sorting in 4 locations, a sponsor, a customer report.

Good to know

- Reklamator guides the method and checks completeness. The requirements of a specific standard or quality agreement are interpreted by your quality team — you set deadlines and templates accordingly.
- External team members appear in the report and receive it, but do not log in.
- Demo data is fictitious; the screens come from the live system.

A DEMO ON YOUR PROBLEM

Bring your last 8D spreadsheet. We will run it in the system.

30 minutes, on an example from your production.

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