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| **SECTION - A** | | | |
| **Issue Details** | | | |
| **Screen / Process Name:** | Production Report Portal | **Functional Area:** | Production, UAT |
| **Reported On:** | 29-Nov-2018 | **Reported By:** | Huimin Guo |
| **Incident No.:** | IN00364463 | **Severity:** | P4 |
| **Facility:** | China, Kunshan |  |  |
| **Issue Description** (*With error message or screen shot if any*):  The time duration in downtime report is not correct and the list of the report is not completed.      cid:image002.png@01D4916F.91B28460cid:image003.png@01D4916F.91B28460 | | | |

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| **SECTION - B** | | | |
| **Root Cause Analysis** | | | |
| **Analysis Done By:** | Abinash Mishra | **Analysis On:** | 13-Dec-18 |
| **Reviewed By:** | Subhash Singh | **Reviewed On:** | 25-Jan-19 |
| **Issue Analysis Detail** (*with screen shot*):   1. Here is how we reproduced the case: 2. Select a Work Center with multiple production orders. 3. Start operations. 4. Start downtime in one of the production order. 5. Close events by EndDay. Or leave for Slow Run. Or in waiting. 6. Activities going on in other production orders (working on the same Work Center) stops and instantly restarts downtime. These may be SlowRun, Idle, Waiting, EndDay, Planned Downtime Start or End, Shift End etc. 7. Illustration:      1. For production order: **10185222** (SO: 36088684) executing in Work Center KCC2DY01 there were several other production orders.  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 10143105 | 10175558 | 10175559 | 10175374 | 10175545 | 10175613 | 10175551 | 10185221 | 10175372 | | 10185222 | 10143105 | 10175372 | 10175459 | 10175619 | 10166948 |  |  |  |  1. Activities of these POs have spilt Downtime:  |  |  |  | | --- | --- | --- | | Wip Order No | Start Time | Reason Code | | 10143105 | 2018-10-16 23:45:32.170 | Planned Downtime | | 10175552 | 2018-10-16 23:52:48.070 | SlowRun | | 10175552 | 2018-10-16 23:54:13.000 | Waiting | | .. | … | … |   On further investigation I found this type of cases for several orders (with multiple production orders in same Work Center) since 2016. | | | |
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| **SECTION - C** | | | |
| **Issue Resolution** | | | |
| **Resolved By:** | Shiv Patel | **Resolved On:** | 13-Dec-18 |
| **Reviewed By:** | Subhash Singh | **Reviewed On:** | 25-Jan-19 |
| **Issue Resolution Detail** (*with screen shot*):  This is not an issue as the system is designed in a way there will be such datasets. So, no resolution required. | | | |