### Detailed Instructions for Handling Complaints in Series Production

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#### \*\*1. Receiving a Complaint\*\*

1. \*\*Complaint Registration\*\*:

- Record the complaint in the internal system with detailed information, including problem description, identification of the batch, and the affected quantity.

- \*\*Source\*\*: Quality Guideline for Suppliers, Chapter 6.4.

2. \*\*Confirmation of Receipt\*\*:

- Acknowledge receipt of the complaint to the customer within 24 hours and provide an outline of the next steps.

- \*\*Source\*\*: Quality Guideline for Suppliers, Chapter 6.5.

3. \*\*Initial Analysis\*\*:

- Determine the priority based on the severity of the problem (e.g., safety risk, impact on the customer’s production line).

- \*\*Source\*\*: IATF 16949, Chapter 8.5.6.1.

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#### \*\*2. Root Cause Analysis\*\*

1. \*\*Collect Evidence\*\*:

- Request defective parts from the customer and gather data from processes, such as production parameters and inspection results.

- \*\*Source\*\*: VDA 6.3, Chapter P6.

2. \*\*Team Analysis\*\*:

- Form a cross-functional team and use tools like Ishikawa Diagram or 5 Whys to identify the root cause.

- \*\*Source\*\*: Quality Guideline for Suppliers, Chapter 6.5.

3. \*\*Immediate Measures (Containment)\*\*:

- Implement short-term containment actions to safeguard quality (e.g., 100% inspection, segregation of defective parts).

- \*\*Source\*\*: IATF 16949, Chapter 10.2.4.

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#### \*\*3. Design and Implementation of Long-Term Measures\*\*

1. \*\*Corrective Action Plan\*\*:

- Develop a corrective action plan to eliminate the root cause and prevent recurrence.

- \*\*Source\*\*: IATF 16949, Chapter 10.2.5.

2. \*\*Verification and Validation\*\*:

- Test and validate the effectiveness of implemented measures through control mechanisms.

- \*\*Source\*\*: VDA 6.5, Chapter 7.1.

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#### \*\*4. Communication with the Customer\*\*

1. \*\*Prepare an 8D Report\*\*:

- Prepare an 8D report covering all necessary steps:

- D1: Establish a team.

- D2: Describe the problem.

- D3: Implement immediate containment actions.

- D4: Identify root cause.

- D5: Develop corrective actions.

- D6: Implement corrective actions.

- D7: Take preventive measures.

- D8: Finalize and close the complaint.

- \*\*Source\*\*: Quality Guideline for Suppliers, Chapter 6.5.

2. \*\*Approval and Closure\*\*:

- Submit the report to the customer for approval, ensuring their acknowledgment and satisfaction with the resolution.

- \*\*Source\*\*: IATF 16949, Chapter 9.1.

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#### \*\*5. Monitoring and Continuous Improvement\*\*

1. \*\*Effectiveness Evaluation\*\*:

- Monitor the occurrence of complaints and quality trends to evaluate the implemented measures.

- \*\*Source\*\*: Supplier Evaluation, Chapter 3.1.

2. \*\*Systemic Improvements\*\*:

- Incorporate findings from complaints into continuous improvement processes (PDCA cycle).

- \*\*Source\*\*: IATF 16949, Chapter 10.3.

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#### \*\*6. Documentation and Feedback\*\*

1. \*\*Archive Documentation\*\*:

- Save all relevant records (8D reports, communications, analysis results) in compliance with retention policies.

- \*\*Source\*\*: Quality Guideline for Suppliers, Chapter 11.

2. \*\*Feedback\*\*:

- Share lessons learned with all relevant teams and update training based on the findings from the complaint resolution process.

- \*\*Source\*\*: VDA 6.3, Chapter P6.

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These instructions take into account the specific requirements for handling complaints in series production and adhere to key standards, including IATF 16949, VDA 6.3, and supplier guidelines provided by KOSTAL. If further customization for a specific situation is needed, let me know.