Summary Report

Approach to Tagging:

For root cause identification, I analyzed the "Cause" column to determine the fundamental issue. Common patterns emerged like "Not tightened," "Not installed," or material failures. When causes weren't explicitly stated, I deduced them from corrections (e.g., replacing an O-ring implied it was blown).

Symptom conditions were extracted from complaint descriptions, focusing on observable issues like "leaking," "missing," or "not working." Components were identified as the specific parts mentioned (fuel door, harness, etc.). For ambiguous cases, I referenced similar entries in the taxonomy.

Fix conditions were derived from action verbs in the correction text ("retightened," "installed," "replaced"). Fix components matched the parts

Potential Insights:

- Quality Control Issues: Many root causes point to factory assembly problems (not tightened, not installed), suggesting potential QC improvements.
- Common Failure Points: Hydraulic components (O-rings, fittings) appear frequently, indicating these may need design improvements or better materials.
- Patterns in Symptoms: Leaks (oil, hydraulic, product) represent nearly half of complaints, highlighting sealing systems as a critical area.
- Repair Trends: Most fixes involve simple mechanical actions (tightening, replacing), suggesting better initial assembly could prevent many issues.
- Documentation Gaps: Many components aren't specified in complaints, indicating potential for more structured reporting to aid analysis.

This analysis reveals opportunities to reduce warranty claims by addressing assembly quality and hydraulic system reliability. The data also suggests value in standardizing problem reporting to enable better trend analysis.

BY ANSH MATTOO

DATA ANALYST AT CHEIL INDIA(SAMSUNG GROUPS).

+91 – 6005239908

anshmatto1234@gmail.com