Objectives

This document contains a set of questioners and some examples which will help to determine the correct root cause and action points for any customer \ internal complaints. This will improve the quality of complaint analysis.

Question to be asked during determining causes \ root causes.

People related: anyone involved with the process

1. Did documentation exist?
2. Was the documentation properly interpreted?
3. Was the information properly disseminated?
4. Did the recipient understand the information?
5. Was the proper training to perform the task administered to the person?
6. Was too much judgement required to perform the task?
7. Were guidelines for judgement available?
8. How much experience does the individual have in performing this task?

Methods: how the process is performed and the specific requirements for doing it, such as policies, procedures, rules, regulations and laws

1. Were the workers trained properly in the procedure?
2. Was the testing performed statistically significant?
3. Was data tested for true root cause?
4. Are the work instructions clearly written?
5. Are mistake-proofing devices/techniques employed?
6. Are the work instructions complete?
7. Are features of the process critical to safety clearly spelled out to the operator?

Machines: any equipment, computers, tools etc. required to accomplish the job

1. Was the correct tool used?
2. Are files saved with the correct extension to the correct location?
3. Is the equipment affected by the environment?
4. Is the equipment being properly maintained?
5. Does the software or hardware need to be updated?
6. Does the equipment or software have the features to support our needs/usage?
7. Was the machine properly programmed?
8. Is the equipment the right application for the given job?

Materials: raw materials, parts, pens, paper, etc. used to produce the final product

1. Is all needed information available and accurate?
2. Can information be verified or cross-checked?
3. Has any information changed recently / do we have a way of keeping the information up to date?
4. What happens if we don't have all of the information we need?
5. Is the supplier's process defined and controlled?

Measurements: data generated from the process that are used to evaluate its quality
Environment: the conditions, such as location, time, temperature, and culture in which the process operates

1. Are operators distracted by noise, uncomfortable temperatures, fluorescent lighting, etc?
2. Are there distractions in the workplace? Is fatigue a mitigating factor?

Question to be asked during determining corrective actions

1. Will it prevent recurrence?
2. Is it within our capability to implement?
3. Is it compatible with other commitments that we have?
4. Will it have any adverse effects?
5. Is there any impact on other resources, teams, or schedules?
6. What are the consequences of implementing the corrective actions?
7. What are the consequences of not implementing the corrective actions?

Follow-ups mechanism on corrective actions

1. Revise work processes to include corrective actions;
2. Train employees on revised processes;
3. Establish periodic checks to monitor corrective actions; and
4. Consider areas for further application.