

PHRED Problem Solving

Web-based software to create, track
and report on 8D/5 Whys.

Screen by Screen Walk-Through

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Why use PHRED for Problem Solving?

1. Standard Process – common view of the problem from the customer complaint, across production sites through to the supply chain
2. Easy to Use – create a large number of skilled problem solvers; the more problem solvers there are, the more problems you will solve
3. Database – use knowledge to reduce problem costs and learn from your mistakes
4. Out of the Box – no maintenance, no IT hassle, very low per person cost

1. Standard Process – common view of the problem

- Everyone is on the same page, following the same process and format
- All problem data and actions are kept in one place
- Actions create automatic email reminders and overdue notices
- Easily searchable database, learn from everyone's experiences
- Extensive reports, reduce the time it takes to create reports and charts
- Gives managers security that root cause has been found and the problem will not reoccur

2. Easy to Use – create a large number of skilled problem solvers

- So simple and intuitive, anyone can use it
- Find everything you need in one place
- Connect with others who have solved the problem before
- Online Coach and Help at every stage
- Web-based, easy access
- Simple to attach pictures, videos, documents, etc.
- Reduce the amount of time it takes to solve a problem

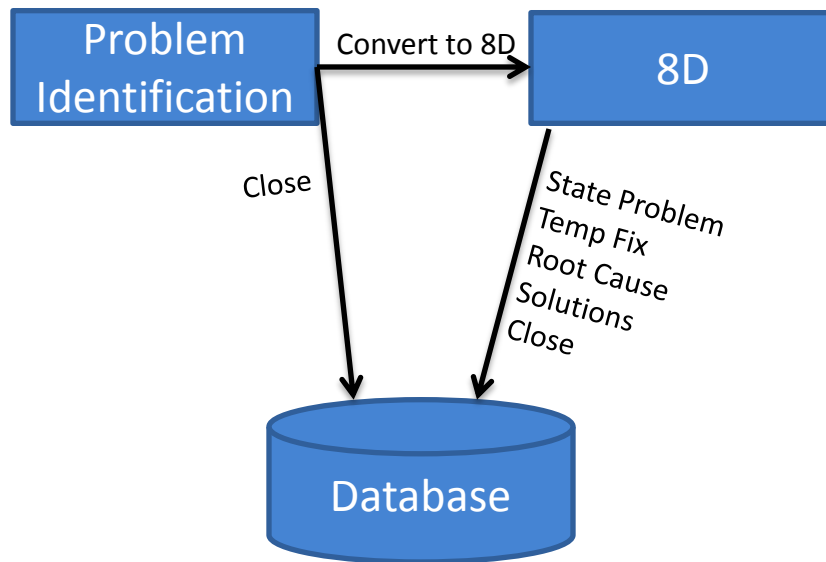
3. Database - use knowledge to reduce problem costs

- Stop problem reoccurrence
- Find trends and improvement opportunities
- Make knowledge institutional, not personal
- Allows experts to have a virtual go see of multiple problems in their field
- Common reports allow rapid, detailed sharing of information
- Gives managers the ability to see where they are in the process, what has been done and where to allocate resources

4. Out of the Box - no maintenance, no IT hassle

- Easy to implement with little to no training
- Cloud based (SaaS, no IT involvement) or simple install
- Links with your existing software, all data from multiple sources is in one place
- Highly secure for use with suppliers and customers

Screen by Screen Walk-Through



Problem Identification - Issues are identified, worked and tracked on a single screen. The issue can then be closed here or converted to an 8D.

8D - Users develop root cause, permanent solutions and prevent reoccurrence.

Database - As issues are identified and 8Ds are being worked on, they are captured in the database.

Shared System - Suppliers, customers and contract manufacturers can each have their own secure area in the shared system to enter, edit and manage problems with you.

User view – Easy to navigate

Functions on all screens

- **Top Menu Bar**
 - Home: All *your* Problems and Actions
 - Problem Identification: single screen to identify a problem and associated data
 - 8D: Questions guide the user through the stages of the 8D investigation
 - Library: Search past problems by keyword and many other self-defined searches
 - Reports & Charts: Create numerous 8D & individually defined user query reports
 - Admin: Make your own changes to the system
- **Left side bar functions**
 - Attachments: Attach pictures, videos and other documents
 - Reminders: Set up the schedule for email reminders by problem
 - Report: See the report for the problem you are currently working on
 - Revisions: Details on who has accessed the problem and when
 - Team Members: These are the people working on the problem
 - Coach & Help: Online training on how to use the system
 - Experts: Your internal expert network
- **Actions at the bottom of each screen**
 - Assign actions to Team Members with email reminders
 - Emails reminders are sent automatically when an action is assigned, updated or overdue

8D PROBLEM SOLVING PHRED 8D

User: Monica Stout
8D >> State Problem >> Problem Details

Home Problem Identification 8D Library Reports Charts Admin

State Problem Temp Fix Root Cause Solutions Close Supplier Shared 8D Browser Setup Tech Support Preferences Log off

PD: 958 8D
Status: Open

Days Open: 0 Title: Flange 8877 Edge strip breaks during installation of light truck doors

Save/Next Cancel Save/Recall Promote

Attachments
History
Mtg Minutes
Notes
Reminders
Report
Revisions
Send E-Mail
Team Mbrs
Help
Coach
Experts
Where Am I?

Problem Statement (What seems to be the problem?) (D2)

What is actually happening? What should be happening?

Where does it happen? When does it happen?

Who is involved? What is the extent of the problem?

ID	Action Description	Due Date	Completion Date	Send Email	Delete
	Responsible (PID 958 8D Team Members only)	Status	Type	Sub-Type	
	Completion Comments (Validation / Verification)	Last Updated By			
1.	None	Open	Investigate	No Value Selected	

Note: You must select a Responsible person to enable the Send Email checkbox.

Add Action All Other Actions

Screen 1: Problem Identification

Initially identify a problem and the data surrounding it.

- A quick, one page form to identify a problem and say what was initially done
- Configured by your administrator to reflect the data collection needs and structure of your company
- Automatically populate some fields from other systems (SAP, Salesforce, etc.)
- You can close the problem here, or continue on to an 8D

8D PROBLEM SOLVING

User: Monica Stout

PHRED 8D

Problem Identification 8D Library Reports Charts Admin

Supplier Shared 8D Browser Setup Tech Support Preferences Log off

Open: 993 Title: Plugged Area sump pump

Save/Next Cancel Save/Recall Close Problem Convert PI to 8D

Attachments

History

Mtg Minutes

Notes

Reminders

Report

Revisions

Send E-Mail

Team Mbrs

Help

Coach

Experts

* Indicates required field

* Title (D2): Plugged Area sump pump

* Location : Bangalore Problem Owner: RAMBAUD, LAURIE

Project Name : Operations Mfg Site: WPD3

Work Process : Assembly

Occurrence: Date: 01/31/2013 Time: 1:22 PM Time Zone: China CST GMT +8

Initiated By: Monica Stout Date: 02/09/2011 Last Updated By: Monica Stout Date: 10/30/2011

Team Members: Brian Haupt, LAURIE RAMBAUD, Govind Ramu, Nick Rennie, and Monica Stout

Voice of the Customer - Detailed Description:

Kirk DiBello from Inspection - Sump pump is plugged in building BB near the rear exit

Part Number and Revision: TB1529

Part Name: Sump Pump TB1529

Production Date: 05/04/2013

Customer or Project Number: 136-9586

Phone: 970-453-5235

Customer Contact: Brandon Cartwright

Contact Email: brandon@customer.com

* Lot number: 1233

Repeat Issue?: None

Supplier Name:

Supplier Contact:

Potential improvement beyond?

ID	Action Description	Due Date	Status	Completion Date	Type	Send Email	Delete
1.	Fill out MO	2/12/2013	Closed	2/12/2013	Data Analysis	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Last Updated By: Rennie, Nick; n/a

Last Updated: 2/12/2013 10:04 AM

MO filled out and submitted on 2/12/13

Add Action

Assign actions to team members. PHRED will automatically send emails when a new action is assigned, an action is updated, or an action is past due.

Upon saving, you can either close the problem here, or convert it to an 8D.

Attach files, add team members, access the coach and experts, send emails, run a report plus many more features.

All of these fields, including Location, Project Name and Work Process, can be configured to match your company's data needs.

Screen 2: Problem Description

Create a clear description of the problem in 7 easy questions.

- A single screen is used to create a well formed problem description
- PHRED gives the investigators the right questions to ask to develop an understanding of the problem & collect the relevant data
- Visible to the team, experts, managers and other people with similar problems

8D PROBLEM SOLVING PHRED 8D

User: Monica Stout
8D >> State Problem >> Problem Details

Home Problem Identification **8D** Library Reports Charts Admin

State Problem Temp Fix Root Cause Solutions Close

Supplier Shared 8D Browser Setup Tech Support Preferences Log off

PID: 931 8D
Status: Open

Days Open: 1055 Title: Flange 8877 breaks during installation of light truck doors

Save/Next Cancel Save/Recall Promote

Attachments
History
Mtg Minutes
Notes
Reminders
Report
Revisions
Send E-Mail
Team Mbrs
Help
Coach

Problem Statement (What seems to be the problem?) (D2)
Edge Strip breaks during installation on light truck doors on models XLT & PDQ

What is actually happening?
1. Inner strip splits when outer strip is applied. 2. Outer strip breaks when installed over inner strip. The temperature impacts on the performance of the edge strips during

What should be happening?
Inner strip should be of the door frame. The inner strip should apply sufficient pressure to seal between the inner strip and the door

Where does it happen?
Door assembly spur, station 7, bin 28 and 29

When does it happen?
When edge strip is being installed on Titanium Blanks. The problem began with supply shipment 200603041127 and has continued sporadically throughout following shipments on both sides of

Who is involved?
Suppliers of Strip Botarms 62 and 43
Operators/Suppliers
Leaders 1st, 2nd, and 3rd shifts

What is the extent of the problem?
The material composition of the outer Edge Strip lacks sufficient flexibility (ductility) to seal the inner strip to the blank without causing damage to the inner edge strip or

ID	Action Description	Due Date	Status	Completion Date	Send Email	Delete
Responsible (PID 931 8D Team Members only)	Completion Comments (Validation / Verification)	Last Updated By	Type	Sub-Type		
1.	Analyze return hold collection data to see what the average volume of edge strip breaks over the last 2 years	12/12/2013	Closed	12/21/2013	<input type="checkbox"/> Send Email	<input type="checkbox"/> Delete
	Beardmore, Robert; n/a		Preventive		<input type="checkbox"/> Communicate	
	data analysis attached					

Add Action All Other Actions

Last Updated: 12/21/2013 9 PM

Assign actions to team members. PHRED will automatically send emails when a new action is assigned, an action is updated, or an action is past due.

Screen 3: Temporary Fix

Describe the temporary fix and notify the right people.

- Control the situation at the scene of the problem, in the supply base, at the customer and across the organization
- Measure your time to containment
- Ensure that the temporary fix is removed when the issue is closed and the relevant people are informed

8D PROBLEM SOLVING PHRED 8D

User: Monica Stout
8D >> Temp CM

Home Problem Identification **8D** Library Reports Charts Admin

State Problem **Temp Fix** Root Cause Solutions Close

Supplier Shared 8D Browser Setup Tech Support Preferences Log off

PID: 931 8D
Status: Open

Attachments
History
Mtg Minutes
Notes
Reminders
Report
Revisions
Send E-Mail
Team Mbrs
Help
Coach
Experts
Where Am I?

Days Open: 1061 Title: Flange 8877 Edge strip breaks during installation of light truck doors

Save/Next Cancel Save/Recall Promote

Summarize the Temporary Fix (D3)

Increased shipments to make up numbers. Added a quality station between the receiving area and bins 28 and 29.

Who needs to be notified of the Temporary Fix? (D3)

Production, dispatch, quality, and planning

[Note: This Temp Cm will only appear in the Temp CM report if there is a Summary]
When was the containment complete? (leave blank if n/a)

Date: 07/12/2013 Time: 12:22 PM Time Zone: U.S. EST GMT -5

Is there a safety risk? If yes, explain.

☐ Yes ☐ No ☒ Don't Know

Measure your time to containment.

Did defective product escape out from our production facility?

☐ Yes ☒ No ☐ Don't Know

If no, explain how you know. If yes, describe the quantity, identifying data, and suspect locations.

Inspection caught the problem before anything was shipped

Did defective product escape to Customer?

☐ Yes ☒ No ☐ Don't Know

If yes, describe the quantity, identifying data, and suspect locations.

ID.	Action Description	Due Date	Completion Date	Send Email	Delete
Responsible (PID 931 8D Team Members only)	Completion Comments (Validation / Verification)	Status	Type	Sub-Type	
Analyze return hold collection data to see what the average volume of edge strip breaks over the last 2 years	12/17/2013	12/15/2013	<input type="checkbox"/> Send Email	<input type="checkbox"/> Delete	
Binnett, Joan; n/a	Closed	Corrective	Process Change		

Last Updated By

Assign actions to team members. Email reminders are sent automatically based on the schedule that you choose.

Add Action All Other Actions

Screen 4: List and Pick a Possible Cause

Describe the possible Root Causes and choose one to investigate.

- PHRED breaks down the process of finding root cause into a series of simple steps that everyone in the organization can use
- Step 1 is to list the possible causes. Each will be investigated to Root Cause or eliminated as a dead end
- Step 2 is to pick a possible cause to investigate. It is typical to investigate each possible cause

8D PROBLEM SOLVING PHRED 8D

User: Monica Stout
8D >> Root Cause >> List Possible Cause

Home Problem Identification **8D** Library Reports Charts Admin

State Problem Temp Fix **Root Cause** Solutions Close

PID: 931 8D
Status: Open

Attachments
History
Mtg Minutes
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Report
Revisions
Send E-Mail
Team Mbrs
Help
Coach
Experts
Where Am I?

Days Open: 1061 Title: Flange 8877 Edge strip breaks during installation of light truck doors

Save/Next Cancel Save/Recall Promote

Current Possible Cause: PC-2: A botarm is pushing the edge strips onto the door with too much pressure

* Indicates required field.

Describe each possible Root Cause that will be further investigated (D4)

* slots in the edge strip vary in opening. slots too narrow causes damage to inner strip

A botarm is pushing the edge strips onto the door with too much pressure

The doors are too wide not meeting spec #100357008

Add

Add the possible causes that you would like to investigate.

A Possible Cause is anything that you observe that could create this problem.

At least one box must be filled in to move forward.

Click Add to create additional Possible Cause boxes.

8D PROBLEM SOLVING PHRED 8D

User: Monica Stout
8D >> Root Cause >> Pick Possible Cause

Home Problem Identification **8D** Library Reports Charts Admin

State Problem Temp Fix **Root Cause** Solutions Close

PID: 931 8D
Status: Open

History
Notes
Reminders
Send E-Mail
Help

Days Open: 1061 Title: Flange 8877 Edge strip breaks during installation of light truck doors

Save/Next Cancel Promote

Pick a Possible Cause (D4)

PC-1: slots in the edge strip vary in opening. slots too narrow causes damage

PC-2: A botarm is pushing the edge strips onto the door with too much pressure

PC-3: The doors are too wide not meeting spec #100357008

Choose the possible cause that you would like to investigate.

A Possible Cause is anything that you observe that could create this problem.

It is advised to work through all of the listed Possible Causes.

Screen 5: 5 Whys Classic 5 Whys

- PHRED walks you through asking "why?" several times in order to find the Root Cause of a problem
- Inexperienced users can access the coach, which walks you through how to complete the 5 whys. This can be configured to match your existing training manuals, etc.
- As the 5 Whys are visible to colleagues and experts, the quality is improved

8D PROBLEM SOLVING PHRED 8D

User: Monica Stout
8D >> Root Cause >> 5 Whys

Home Problem Identification **8D** Library Reports Charts Admin

State Problem Temp Fix **Root Cause** Solutions Close

Supplier Shared 8D Browser Setup Tech Support Preferences Log off

Days Open: 1061 Title: Flange 8877 Edge strip breaks during installation of light truck doors

Save/Next Cancel Save/Recall Promote

Change PC Current Possible Cause: PC-2: A botarm is pushing the edge strips onto the door with too much pressure

* Indicates required field.

Develop the actual Root Cause by creating a Why Chain (D4)

* Why? The bleeder valve is sticking Delete

Why? There is not sufficient lubrication on the valve opening Delete

Why? Insufficient lubrication on the bearings controlling the distribution nozzle Delete

Why? Oil pump on botarm is not circulating sufficient oil Delete

Why? Pump intake is clogged with metal shavings Delete

Why? No filter on pump intake (as designed) Delete

Why? Add

Add "Whys?" until you have reached the root cause.

ID: Action Description Due Date
Responsible (PID 931 8D Team Members only) Status
Completion Comments (Validation / Verification) Last Update

create new sop or routing procedure 12/5/2013
1. Open
Alfonso, Marta; n/a Note: You must
attached

Add Action All Other Actions

Here you identify problem.

Continuing to ask "Why?" allows you to build a cause/effect relationship to the Root Cause.

If you find multiple problems during your Root Cause investigation, the remaining problems need to be opened as

COACH - Google Chrome

phredsolutions.com/phred8d/Common/coach.cfm?Scre

The purpose of the "Why Chain" process is to search beyond the immediate cause of the problem and stop problem reoccurrence.

PHRED walks the team through asking "why?" several times in order to find the Root Cause. Determining Root Cause normally requires answering "Why?" at least three to five times. If you are stuck, try this:

5 Whys

Close Print

Considering the Problem Statement and the Current Possible Cause, say out loud, "Why did/does (state the current Possible Cause) happen?"

That should generate a reason of some kind. If it is not the root cause, click Add then ask, "So why did/does that happen?" Repeat this step until you have reached root cause.

Problem Example:

A welding robot stops in the middle of its operation.

Why did the robot stop?

Fuse in the robot has blown

Why is the fuse blown?

Users can access the coach on every screen in the 8D. In this example, the coach guides the user on how to complete the 5 Whys.

One another and locked up

Screen 6: Verification

Describe how you tested the Root Cause

- Each why chain is worked through to see if it is a valid Root Cause worth testing or if it is a dead end
- Collect the data and evidence that supports the Root Cause
- Classify the Root Cause into groups and sub-groups, helping experts and CI engineers to zero in on systemic failures

8D PROBLEM SOLVING PHRED 8D
User: Monica Stout
8D >> Root Cause >> Verification and Evidence

Home Problem Identification **8D** Library Reports Charts Admin

State Problem Temp Fix **Root Cause** Solutions Close

Supplier Shared 8D Browser Setup Tech Support Preferences Log off

PID: 931 8D
Status: Open

Attachments
History
Mtg Minutes
Notes
Reminders
Report
Revisions
Send E-Mail
Team Mbrs
Help
Coach
Experts
Where Am I?

Days Open: 1061 Title: Flange 8877 Edge strip breaks during installation of light truck doors

Save/Next Cancel Save/Recall Promote

Change PC Current Possible Cause: PC-2: A botarm is pushing the edge strips onto the door with too much pressure
Last Why: No filter on pump intake (as designed)

How was this Root Cause verified? (D4)

Describe how you verified the Root Cause.

Justin Tridek from maintenance used visual inspection after a negative result on the diagnostic tests run on 2/05/2013.

Be sure to include who gathered the data, and when and where any observations were performed.

What data/evidence supports this event as the RC? Attach it. (D4)

☒ PDCA
☒ Commonality Analysis
☐ DOE
☐ FMEA
☒ Fishbone diagram
☒ Flowcharts
☒ FMEA
☐ Supplier 8D Report

Configure these options to reflect your business needs.

* Root Cause Group: Manufacturing
* Sub Group: Supplier Mfg

Categorize this root cause into groups and sub groups for further analysis.

ID.	Action Description Responsible (PID 931 8D Team Members only) Completion Comments (Validation / Verification)	Due Date Status Last Updated By	Completion Date Type	Send Email Sub-Type	Delete
1.	update procedures on line 2A and 2B Binnett, Joan; n/a	12/5/2013 Open	12/5/2013 Corrective	<input checked="" type="checkbox"/> Send Email Process Change	<input type="checkbox"/> Delete

Last Updated By: Nick Rennie Date-Time: 11/4/2011-01:14 PM

Add Action All Other Actions

Screen 7: Solution

Outline the solution and verify that it will prevent recurrence.

- Present the solution for agreement and implementation
- Configure the questions and the Coach to match the justification and approval processes of your company
- Assign and track actions for solution implementation

8D PROBLEM SOLVING PHRED 8D
User: Monica Stout
8D >> Permanent CM

Home Problem Identification **8D** Library Reports Charts Admin

State Problem Temp Fix Root Cause **Solutions** Close

Supplier Shared 8D Browser Setup Tech Support Preferences Log off

PID: 931 8D
Status: Open

Attachments
History
Mtg Minutes
Notes
Reminders
Report
Revisions
Send E-Mail
Team Mbrs
Help
Coach
Experts
Where Am I?

Days Open: 1061 Title: Flange 8877 Edge strip breaks during installation of light truck doors

Save/Next Cancel Save/Recall Promote

Summarize Your Solution - What is the Overall Plan? (D5)

1 Introduce tighter quality controls on supplies of edge strips from manufacturer
2 Adjust the maintenance schedule for the lubrication nozzle on the botarms Maintenance and Operators of botarms 10/14/2007
3 Manufacture a mechanism to measure the edge strips prior to the botarm picking them out of the bins

Who needs to be notified of the Solution?
Receiving, Quality, Maintenance and Operators of botarms, Production

How did you verify that this will prevent recurrence?
tested it in cells 23, 26, 29

How will you verify that the problem does not happen again?
added to the periodic audit of this cell so that quarterly it will be reassessed by audit engineers

ID	Action Description	Due Date	Status	Completion Date	Send Email	Delete
	Responsible (PID 931 8D Team Members only)			Type		Sub-Type
	Completion Comments (Validation / Verification)	Last Updated By				
1.	look over specs on part number G556	8/17/2013	8/17/2013	Closed	Corrective	Design Change
	Rennie, Nick; n/a					

Add Action All Other Actions

Last Updated By: Monica Stout Date-Time: 7/18/2013-10:11 AM

Assign actions to team members. Email reminders are sent automatically based on the schedule that you choose.

Screen 8: Close

Prevent Reoccurrence, Close & Audit

- Implemented solutions are audited for success
- Knowledge is shared between expert groups, knowledge networks and possibly customers and the supply base
- Decide what your Close Requirements are and configure the system to match them

8D PROBLEM SOLVING PHRED 8D

User: Monica Stout
8D >> Close

Home Problem Identification **8D** Library Reports Charts Admin

State Problem Temp Fix Root Cause Solutions **Close** Supplier Shared 8D Browser Setup Tech Support Preferences Log off

PID: 931 8D
Status: Open

Attachments
History
Mtg Minutes
Notes
Reminders
Report
Revisions
Send E-Mail
Team Mbrs
Help
Coach
Experts
Where Am I?

Days Open: 1061 Title: Flange 8877 Edge strip breaks during installation of light truck doors

Save/Next Cancel Save/Recall

What did you change that will prevent recurrence of the Root Cause? (D7)
Check the lubrication at increased intervals

What went well in this investigation? / What did not go well?
the team communicated in a timely fashion

☐ Temporary Countermeasures Removed? [Clicked = Yes]
Containment Complete: Date: 07/12/2013 [mm/dd/yyyy] Time: 12:22 PM [h:mm AM/PM]
☐ Close Without Resolution? * Reason: No Assigned Value
☐ Close Problem? * Enter Closing Date: []

Verify that all actions are closed and all Indicator Data on the Problem ID screen is accurate before closing.

2 Close messages remain

This problem can NOT be closed until all of the following conditions have been met, or until a "Reason for Close Without Resolution" has been selected.

- You have one or more Open Actions. All Actions must be closed.
- The "Temporary Fix Removed?" checkbox on this screen must be checked.

Comments:
Audit at supplier will occur in 4 weeks when supplier has implemented our quality control measures

These are the requirements for closing a problem. Add more or less requirements if needed.

Shared System

Suppliers, customers and contract manufacturers can enter, edit and manage problems with you, each in their own secure area.

- Decrease Supplier Problems. Make sure your suppliers demonstrate Root Cause and Prevent Recurrence. Enforce your quality standards.
- Create a Common Problem Understanding. Everyone is on the same page and in the same database.
- Drive Timely Actions and Responses. Look over your supplier's shoulder as they are solving problems.

The screenshot displays the PHRED8DShared web application interface. The top navigation bar includes links for Home, Problem Identification, 8D, Library, Reports, Charts, and Admin. The main content area is titled "Material Quality of Sheet Metal is below standard" and contains various input fields and buttons for problem management. Red callouts highlight specific features: "Choose which supplier you want to share with." points to the "Supplier Owner" dropdown; "Control how much information the supplier sees." points to the "Tracking Data System" dropdown; and "Problem History tracks when problems have been promoted/demoted to/from the Shared System." points to the "Problem History" section. The bottom section shows a table of actions with columns for ID, Action Description, Due Date, Status, Completion Date, Send Email, and Delete Sub-Type.

8D PROBLEM SOLVING
User: Monica Stout
QC >> State Problem >> Problem Identification

PHRED8DShared

Home Problem Identification 8D Library Reports Charts Admin

State Problem D1/2 Temp Fix D3 FI-FA Root Cause D4 Solutions D5/6 Close D7 PHRED8DTest Browser Setup Tech Support Preferences Log off

PID: 1480 8D
Status: Open

Attachments
History
Mtg Minutes
Notes
Report
Revisions
Send E-Mail
Team Mbrs
Help
Coach
Experts
Where Am I?

Title: Material Quality of Sheet Metal is below standard

Save/Next Cancel Save/Recall Demote

* Indicates required field

* Title (D2): Material Quality of Sheet Metal is below standard

* Locations: Chattanooga Internal Owner: Johnson, David Primary Mfg Site: TRG

Area: Quality Supplier Owner: Biggins, Peter SupplierD

Work Process: Audit

Occurrence: Date: 06/30/2013 Time: 4:58 PM

Initiated By: Jaclyn Remax, Customer A Date: 05/28/2013 Last Updated By: Avishek Uprety Date: 7/6/2013

Team Members: Peter Biggins, Brian Haupt, Brad Heller, David Johnson, Teresa Price, LAURIE RAMBAUD, Jaclyn Remax, and Avishek Uprety

Enter Tracking Data information below: (D2)

Tracking Data System: SupplierD (43)

Production Date: 04/30/2013 Is a sample available? Repeat Issue?

Product Number: TB1255 Product Name: TB Lot Number: QSRF1258

Due Date: 11/16/2011

Problem History:

Promoted on 10/17/2012 at 2:16 PM to phred8dsharedtest for PHRED 8D Supplier as PID 1480 8D .

Demoted on 10/17/2012 at 2:17 PM from phred8dsharedtest for PHRED8DTest as PID 961 8D by Avishek U

Demoted on 10/25/2012 at 3:42 PM from phred8dsharedtest for PHRED8DTest as PID 973 8D by Jaclyn R

Send Supplier Email To: Supplier Only All Team Members Send Supplier Email CC Sender

ID	Action Description	Due Date	Status	Completion Date	Send Email	Delete
1.	replace part number 12BT on line 4.	6/7/2013	Closed	6/6/2013	Send Email	Delete

1. replace part number 12BT on line 4.

Biggins, Peter : SupplierD : process mgr

Last Updated By: Monica Stout Date-Time: 6/5/2013-09:24 AM

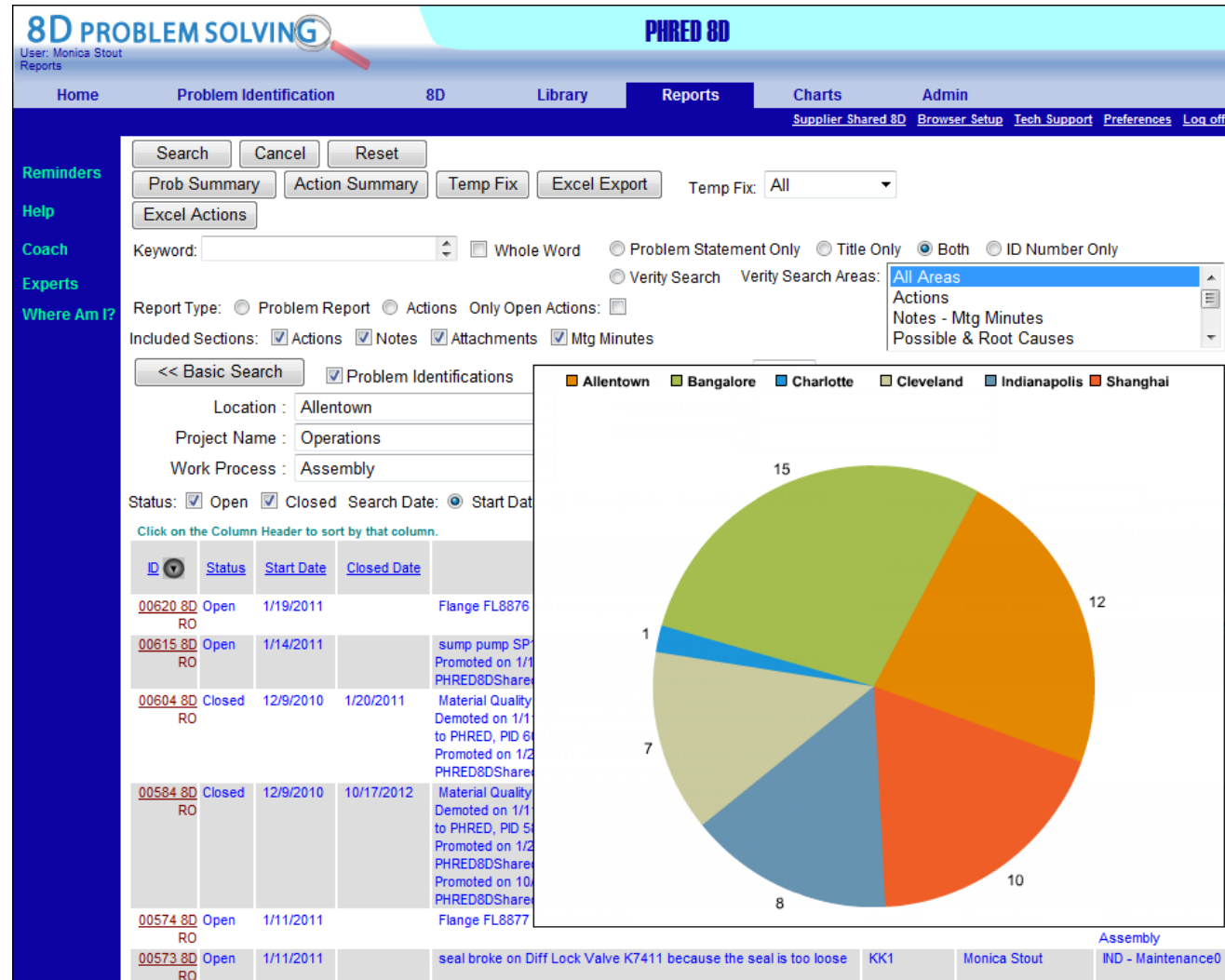
Action Visible to PHRED8DTest Only

Add Action All Other Actions

Library, Reports & Charts

Save time preparing reports and sharing information.

- Search by Keyword, Location, Customer, Supplier, Part Number, Problem Owner and many more. Find out who has had the problem before.
- Standard reports, individually defined user query reports, management summaries. Export into Excel or PDF.
- Simple charting displays cumulative issues and problems across the organization and supply chain.



Typical Implementation Steps

Step 1: Configure the system

At the end of one day's training, we will have jointly produced the trial configuration. After this meeting, the system will be configured and ready to use. This can then be refined by the PHRED Administrator as you gain experience using the system in your live environment.

Step 2: Train the Trainer

2 day Train the Trainer class. Learn how to use PHRED by solving real problems while becoming problem solving trainers themselves. Here is our standard training agenda <http://www.phredsolutions.com/ProblemBlitzAgenda.pdf>.

Step 3: Roll Out Training

This is typically done internally. More and more companies are holding short web meetings to show users the functions of the system. A well-configured system should look like the standard working processes of the organization. Therefore, it will be intuitive enough for anyone to use without formal training.

Try it out FREE for 30 days!

Please contact:

Nick Rennie

nick@phredsolutions.com

(970) 453-5235

www.phredsolutions.com