



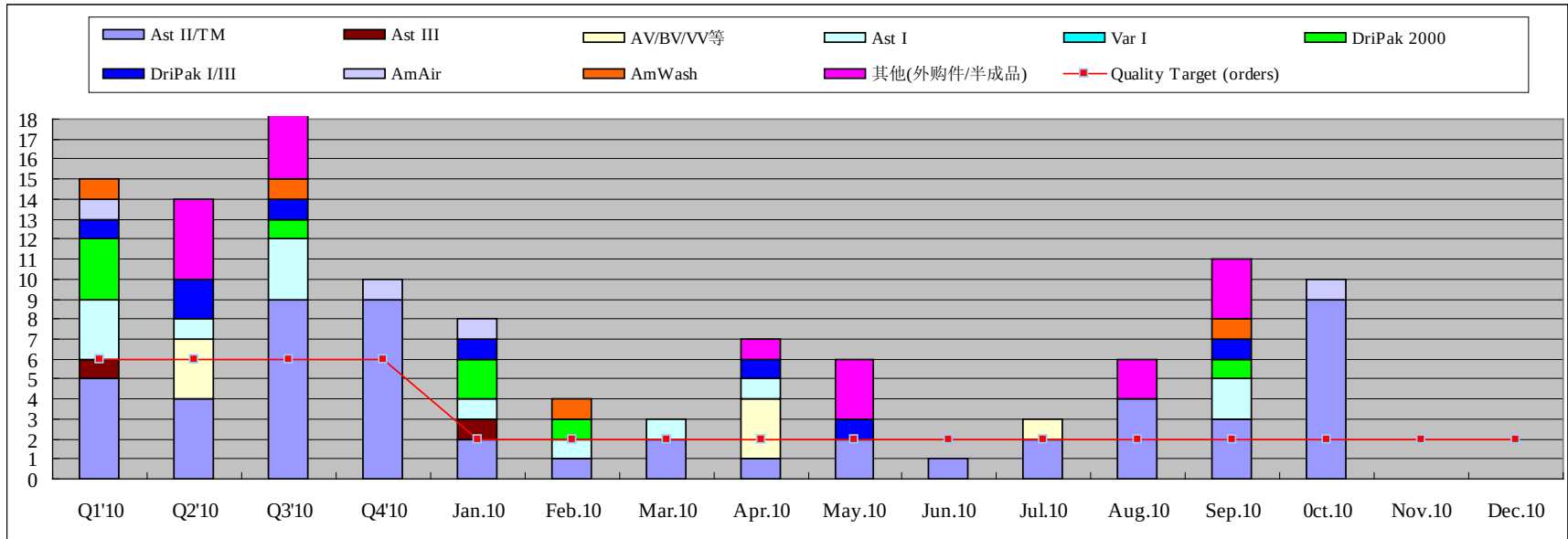
2010 AAF Quality Month Report Second Week (Suzhou)



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Customer Complaint Statistic Report for CY2010

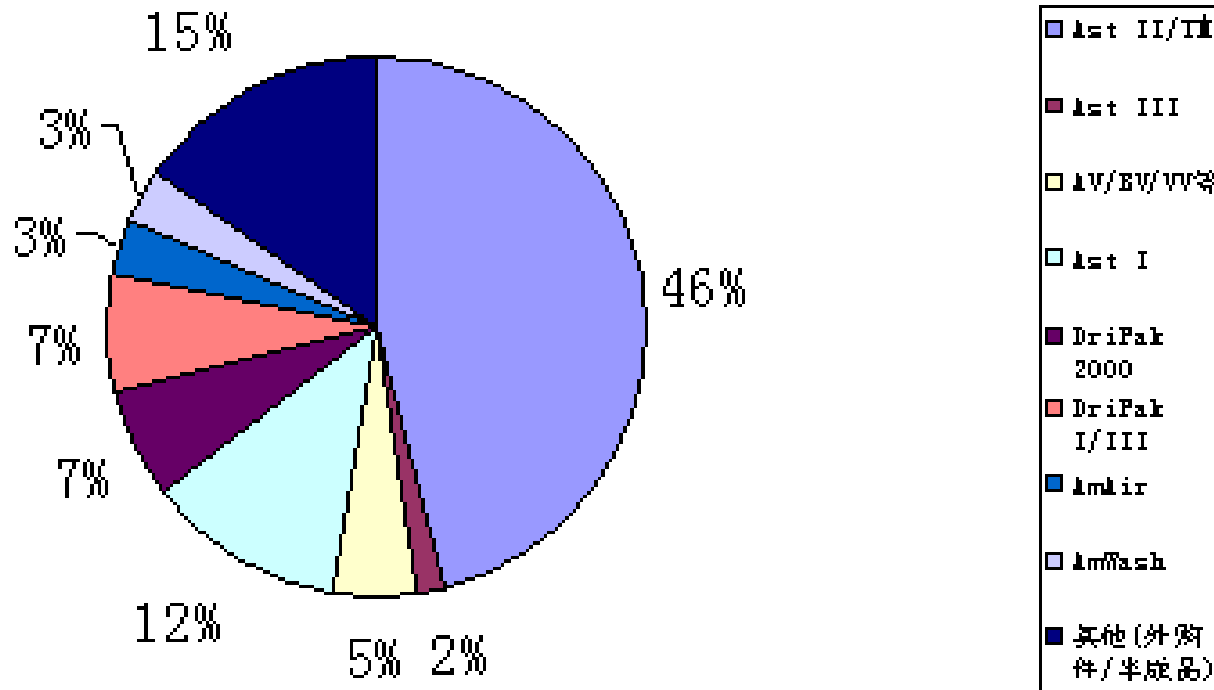


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Customer Complaint Statistic Report for CY2010

-----Percent for each project



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Tracking List for Customer Complaint

We'll record and track it once getting one complaint and then deal with the case soon, tracking list's format as follow:

No. (序号)	CAR No. (报告编号)	Issue Description (问题描述)	Issue Type (问题类型)	Correction Action (改善对策)	Begin Date (开始日期)	Complete Date (完成日期)	Status (状态)	Department (部门)	Owner (责任人)	Remark (备注)&效果确认
1	201004002	S0092639苏州尚泰订购5 4 * 2 台FFU，现客户调试时，发现其中2 台F F U 过滤器泄露。	性能	客户现场确认状况 1、现场查看2片过滤器滤纸错位断裂（约20CM左右）见下图； 2、该滤纸错位断裂是因受外力挤压碰撞造成； 原因简析 依现场了解到的情况该滤纸错位断裂是因安装过程中受外力挤压碰撞导致； 预防措施 1. 在搬运/安装时轻拿轻放，不可直接撞击产品的滤纸； 2. 建议客户过滤器时需参照AAF提供的“安装和搬运注意事项”；	2010. 4. 9	2010. 4. 13	close	客人	客人	



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Correction and Analysis report for Customer Complaint

- 1.We'll provide CAR to Sales & Customer once completed one customer complaint;
- 2.If the case's owner is customer, then we'll provide service to customer. Such as instruct right installation method and read filter's Handbook AAF provided before operating...etc;
- 3.If the case's owner is AAF, then we'll do some correction action. Such as perfect SOP &SIP and training our worker...etc;
- 4.TPM One Point Lesson's format for Customer Complaint as follow;



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TPM One Point Lesson

主题:关于过滤器垫片的粘贴标准的培训

日期:2009-6-22 **编号:** TPM-0906001

部门: ☒生产部 ☒品质部 ☐采购部 ☐物控 ☒研发部 ☐仓管部 ☐客服部 ☒业务部

制作:李富清

类型: ☒客户投诉 ☐工艺改善

组别: ☐AmWash ☐Dripak ☐AmAir ☒AI ☐AII ☐Varicel

审核:崔春宁

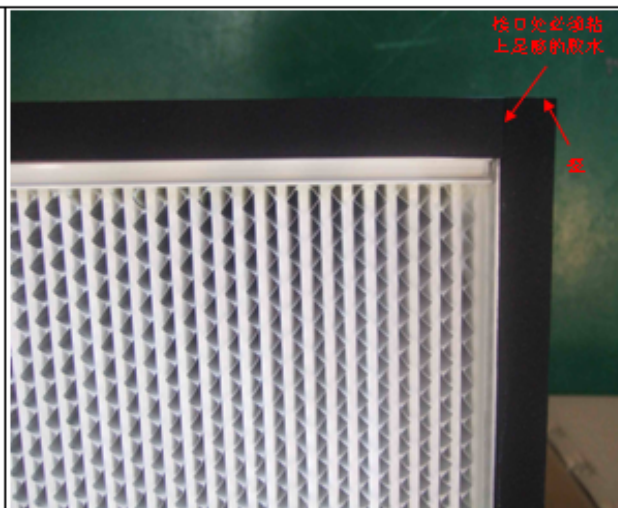
☐安全 ☒教育

目标群体: ☒员工 ☒技工 ☒工程师 ☒主管 ☐其它

核准:

☐品质改善 ☐成本控制

1. 粘贴垫片时应确保其与边框对齐不可弯曲,且垫片接口必须粘上足够的801强力胶水,以胶水不溢出为准.垫片末端切口须齐整.(如右图)



2. 因垫片有弹性,故在粘贴时不可以拉伸垫片.因为如拉伸粘贴,放置时间较长后其将会慢慢收缩,即造成垫片变短或接口处缝隙变大;(如右图)



注:

江苏红豆杉药业有限公司投诉(2009.06.19)我司出货的一批过滤器密封垫片缝隙过大;

姓名	徐发庚	周伟	王双	张英霞	李勇	郑尊腾	任义兵	聂月芸	张颖
签名									
姓名	曲艳平	赵雪红	陈倩	任重远	王宗强	崔春宁	李富清	吴思军	吴代飞
签名									
姓名									
签名									



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Improving Action for Customer Complaint

1. Training our workers continuously. Such as training skill and raising worker's quality consciousness and concept...etc;
2. Regarding to Customer Complaint Rate and decreasing complaint quantity, we define regulation of rewards and punishment (setup target).If one project team achieve the target and then we'll give award to the excellent TEAM; If over the target and we'll punish the team member;
3. Regarding to Customer Complaint Rate and decreasing complaint quantity, we encourage employees improvement continuously. If the good idea can conduce to improving about process and product's quality and then we'll give award to the EMPLOYEE or team members;

Only Continuous Improvement About Quality!!!



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2010 PTFE Quality Month Report

Second Week

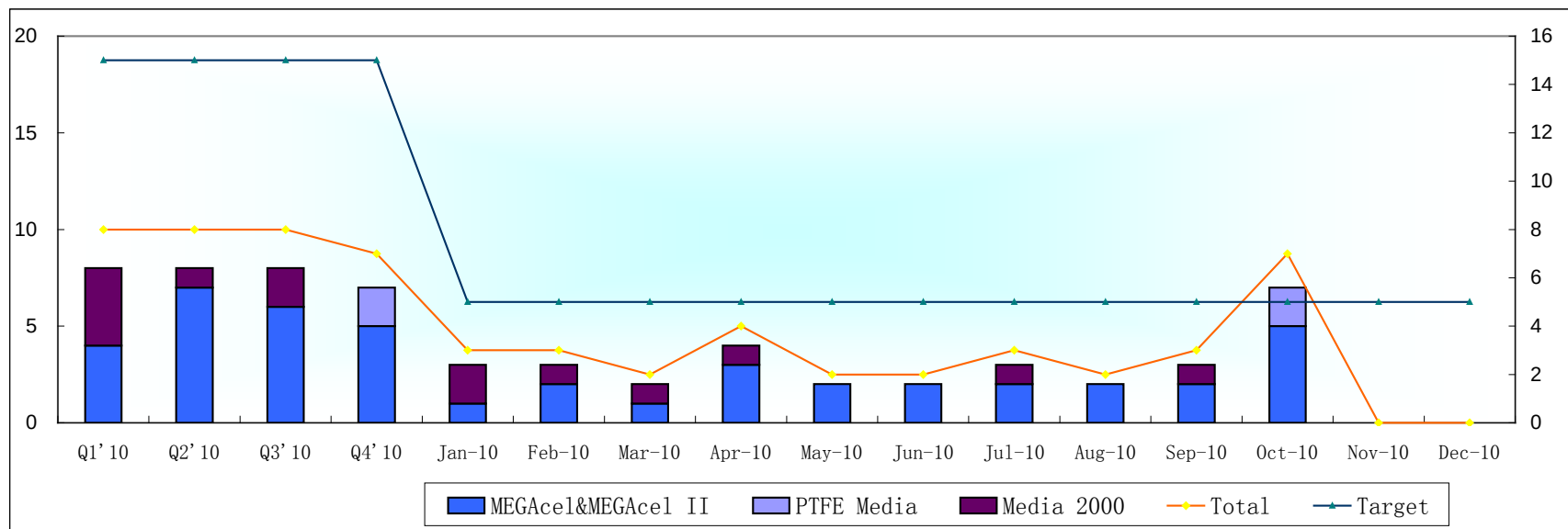


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Customer Complaint Statistic Report for CY2010

Monthly Customer Complaint Report



Type/Month	Q1'10	Q2'10	Q3'10	Q4'10	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	年度汇总
MEGAcel&MEGAcel II	4	7	6	5	1	2	1	3	2	2	2	2	2	5			22
PTFE Media	0	0	0	2	0	0	0	0	0	0	0	0	0	2			2
Media 2000	4	1	2	0	2	1	1	1	0	0	1	0	1	0			7
Total	8	8	8	7	3	3	2	4	2	2	3	2	3	7	0	0	31
Target	15	15	15	15	5	5	5	5	5	5	5	5	5	5	5	5	60



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Tracking for Customer Complaint

We'll track the QC record at once .

NO 序号	SO 销售订单号	Pack Size Pack 尺寸	Serial NO 序列号	Inspection Result 检验结果
1	SO101580	730*1520* 35mm	P10051144---P10051147, P10051136---P10051139, P10051216---P10051219	OK



Analyzing and Correction for Customer Complaint

We'll analysis the root cause for the issue by PTFE department.

NO 序号	Date 日期	Customer 客户名称	Product Type 产品；类型	Issue Description 问题描述	Analysis 原因分析
1	Aug-24-2010	AAF Columbia	SO101580 Pleats-Pack 730*1520*35mm	12pcs Pack折形开裂	从客户提供的产品序列号可知此12片Pack分别出自3整箱，反查巡检记录均未发现不良，且客户提供此纸箱也已变形，由此可知是运输过程中纸箱变形导致纸围套盖子下陷压伤Pack. P10051144---P10051147, P10051136---P10051139, P10051216---P10051219



Improvement for Customer Complaint

We'll institute the Corrective and Preventive actions to improve the product quality.

NO 序号	Date 日期	Customer 客户名称	Product Type 产品; 类型	Issue Description 问题描述	Analysis 原因分析	Corrective and Preventive actions 纠正预防措施
1	Aug-24-2010	AAF Columbia	SO101580 Pleats-Pack 730*1520*35mm	12pcs Pack 折形开裂	从客户提供的产品序列号可知此12片Pack分别出自3整箱，反查巡检记录均未发现不良，且客户提供此纸箱也已变形，由此可知是运输过程中纸箱变形导致纸围套盖子下陷压伤Pack. P10051144---P10051147, P10051136---P10051139, P10051216---P10051219	1. 在栈板倒数3层的纸箱中加入U型护套，以加强纸箱抗压强度; 2. 更改纸围套为平板以防止纸箱变形后纸围套盖子局部压伤Pack. 3. 请客户搬送Pack时不要拎四角，最好用单手捏袋子的中央; 4. 后续新产品导入或者包装材料变更，会增加运输实验，以确保产品到达客户端的品质。



Ensure the close of Customer Complaint

We'll ensure the status of customer complaint after solving the issue.

NO 序号	Date 日期	Customer 客户名称	Product Type 产品；类型	Issue Description 问题描述	Analysis 原因分析	Corrective and Preventive actions 纠正预防措施	Finished Status 完成状态
1	Aug-24-2010	AAF Columbia	SO101580 Pleats-Pack 730*1520*35mm	12pcs Pack折形 开裂	从客户提供的产品序列号可知此12片Pack分别出自3整箱，反查巡检记录均未发现不良，且客户提供此纸箱也已变形，由此可知是运输过程中纸箱变形导致纸围套盖子下陷压伤Pack. P10051144---P10051147, P10051136---P10051139, P10051216---P10051219	1. 在栈板倒数3层的纸箱中加入U型护套，以加强纸箱抗压强度； 2. 更改纸围套为平板以防止纸箱变形后纸围套盖子局部压伤Pack. 3.请客户搬送Pack时不要拎四角，最好用单手捏袋子的中央； 4.后续新产品导入或者包装材料变更，会增加运输实验，以确保产品到达客户端的品质。	CLOSE