

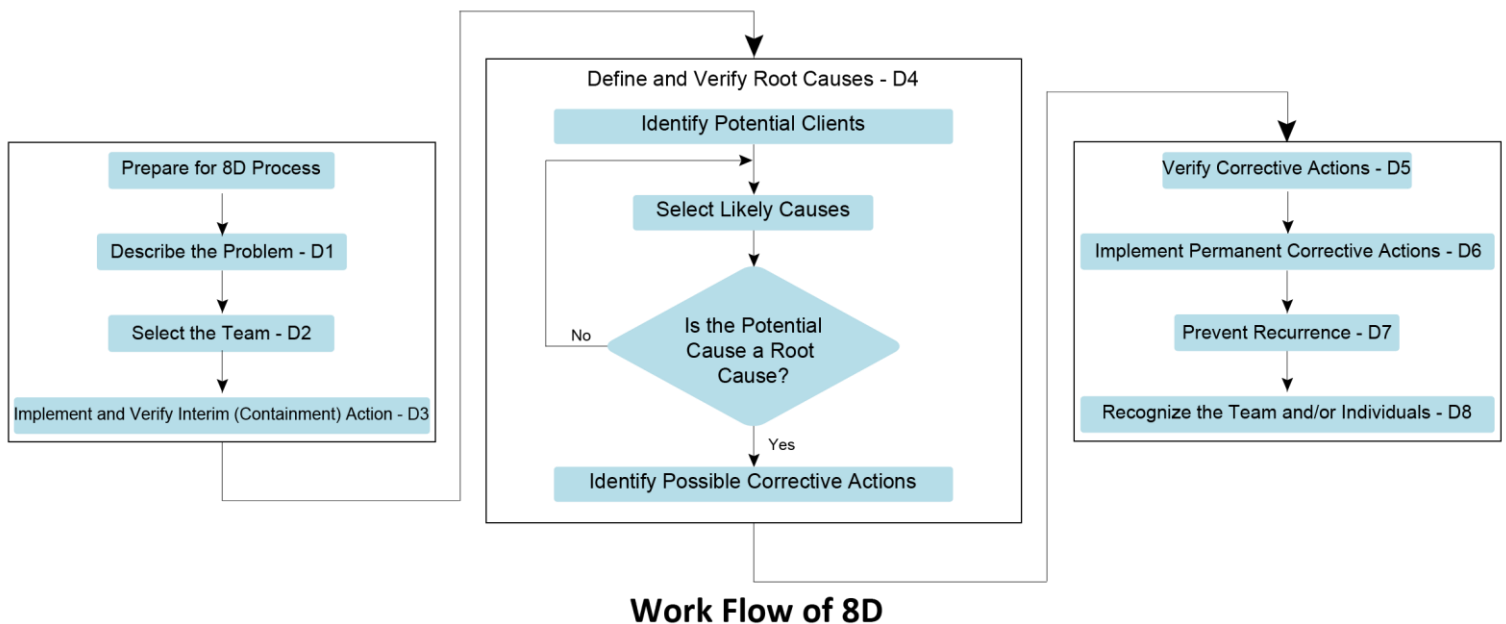
Client: **Wipro Infrastructure**

Business Need:

The need is to trace and analyze the root cause of the manufacturing defect in a product and systems to ensure its non occurrence in future manufacturing process.

Customer Pain Areas and Points:

- i. Planning and tracking of various possible actions for correction and prevention of recurrence.
- ii. Reminders and follow-ups to team members about the action to complete the process of Audit on the action planned earlier.
- iii. Update the details to the customer about the outcome if the product comes under warranty or guarantee.
- iv. Closing of the 8D process and recognizing each member for his efforts.



Solution:

Customized solution was developed based on the need of the individual organization by incorporating the following features.

- Capturing of problem statement and integration of product data with ERP system.
- Finding the product warranty details and update the customer about the problem statement along with the root causes.
- Forming of 8D Team with various role assigned as “Team Leader”, “Member” & “Auditor”
- Tracking of all action items agreed and setting up the process of audit by the Auditor.
- Reminder / Escalation features.