

# **User Complaint**

- **Product with long customer experience having complaints about performance**
- **Want experienced guidance to help team achieve resolution with minimal addition to existing workload**

## Situation

- **Field issues with costly repair, causing warrantee claims and potential lawsuits/ liability claims.**
- **Defects not recognized during production process**
- **Lab testing cannot replicate early failure mechanism**
- **One Factor At a Time methodology not working**
- **Product evaluation leads to less than desirable capability of meeting product accuracy requirements.**

# Tasks

- **Understand measurement system**
  - Need better in-process measure, which would correlate to field experience/ observations
- **Discuss actual customer experience**
  - Better understand requirement basis to clarify the requirements
- **Review of current data with above perspective**
- **Gather data through Root Cause Analysis**  
**Techniques to get resources aligned**
- **DOE evaluation of design and process parameters from several suppliers. Narrowed options for further in-depth analysis. Some surprising variables allowed for a new solution.**

## **Solution**

- **Improve the measurement system for in-process evaluation**
- **DOE analysis allowed prioritization of solution options from multiple opinions of core team**
- **Equipment modifications and process adjustments detailed to improve performance**
  - **Avoided implementation of low value ideas**

# **Results**

- **Operational sweet spot identified and validated for implementation**
- **Redesign optimized for high confidence of meeting customer use requirements**
- **Technical answers from DOE implemented by team**
  - **Updated procedures and performed training to integrate into fabric of daily operation**

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