Process name: redo process

1. Received customer complaints need to be redone, request the customer for pictures and related information to prove.
2. Due to internal causes of the need to redo.

Quality supervisors convene the relevant person in charge of the review, according to customer complaints, or internal reasons, the distinction between responsibility and reason to determine whether the need to redo, and the cost of commitment of redo.

After the review and approval of the redo, the planning department shall review and issue the production and production orders and arrange the production plan.

According to the specific circumstances of the relevant departments to determine the reasons and to determine the relevant responsibilities.

The organization responsible person and the relevant department heads to discuss and develop action measures.

To develop improvement measures.

Weekly review the cause of the analysis report.

Redo analysis report.

Business Unit: 
Ministry of Planning: 
Printing, chip factory etc.: 
Quality Department: 
Flow Description: 
Responsible position: 
Related form: 

sales
Complaint information

quality supervisor
Manufacturing file

Plan director
Factory Director

quality supervisor

quality supervisor

Improve action measures

Week / Monthly Report (PPT)