



Problem Solving / Customer Complaint Resolution

Overview

A rubber industry client had a technical issue with a product supplied to a major customer. This issue was threatening the continuation of business. The client wanted a structured and comprehensive response to satisfy the customer and ensure process integrity for their product.

Objectives

- Ensure that internal processes and procedures are in place to enforce product integrity
- Create and deliver a structured response to satisfy the customer and maintain future business

Recommendations

Short term actions and procedures were proposed in order to restart business with the customer. Longer term actions were outlined based on a full root cause analysis and a forward plan was created to ensure implementation.

A full customer report was prepared outlining the short and long term actions.

Outcome

The report was presented to the customer and business was resumed based on the proposed corrective actions.

Short term actions were implemented, with longer term actions ongoing.