

5-Why Analysis and Action Summary

For instructions / training go to dimaictools.com

Completed by

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Facility / Location

JRI Tuscon Dist

5-Why Completion Date

31-Jan

5 Why Ref #

20_01_A

Problem Statement

Model 240A RAM 1500 seat cover ordered, Model 410 Mazda MX6 received by customer

1st Why

Product was mis-labeled in Tuscon secondary operations facility

2nd Why

Operator picked up the model 410 label by mistake

3rd Why

Labels from several models were on the pack table at the same time

4th Why

Batch processing with no organization

5th Why

IE's not involved in setting up the labeling process

Starting with problem statement, ask why the problem occurred. Continue asking why until the root cause is reached.

Does action need to be taken, as a result of this finding?

Action owner

Target completion date

Current status

CONTAINMENT



Send the correct seat cover, next day delivery

inspect 100% of stock in Tuscon for correct label

N/A

immediate rule pending process redesign - only one label type on the table at any given time.

Redesign process for single piece flow - one label and one box presented to the operator.

Assign and IE to warehouse operations going forward

Jimmy Gaudreau

Ray Blouin

N/A

Ray Blouin

Rich Matthews

Rich Matthews

3-Feb

6-Feb

N/A

20-Feb

3-Feb

7-May

COMPLETE

COMPLETE

N/A

3 of 7 complete, on track

COMPLETE

On track, next update 3/18

PREVENTION