

# Feedback Sheet



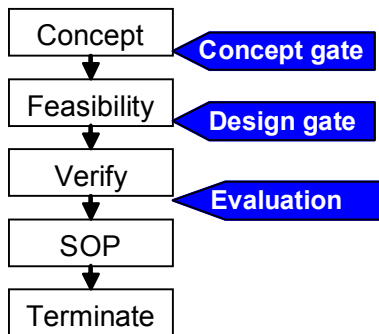
## Background

- Problem & issue from old projects from entire organization are not transferring enough for new projects

## Objective

At the planning phase (before starting drawings), the issues from old models must transfer to new project to eliminate the same mistake. For design completeness, Feedback sheet, Process & Process, Design check sheet and Design review are used.

## Phase



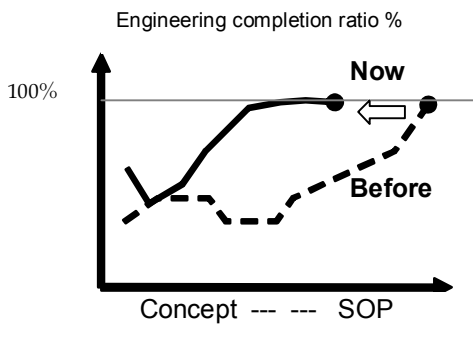
## Who

Phase	Project Leader	Engineering	Production Engineering	Production	Coordinator
Concept	Y	Y	Y	Y	Project leader/Quality
Design	Y	Y	Y	Y	Engineer/Quality
Evaluation	Y	Y	Y	Y	Engineer/Quality

## Procedure

- Gather information from old projects: market information and internal company information, such as assembly problems in the factory, to create the sheet
- Quality assurance is final responsible to gather the sheet
- The sheet must be only one page, we need to apply to understand "10 second rule" and explain more visual ways such as simple hand-written drawing or digital photo to communicate effectively and efficiently
- Check acceptability with engineer and Quality assurance member together
- Revise the contents of sheet as necessary timing
- Making sheet searchable by key word by computer is recommended
- The item selections are the responsibility of project leader and chief engineer. Target quantity of sheets are about 800- 1000 per projects

## Results



## Comments

- Feedback sheet is effective to find hidden issues at the earliest stage of the development process
- Practical knowledge management by this system
- Role of quality assurance and quality control organization need to clarify
- Clarify the causes and definition of each claim from customers.