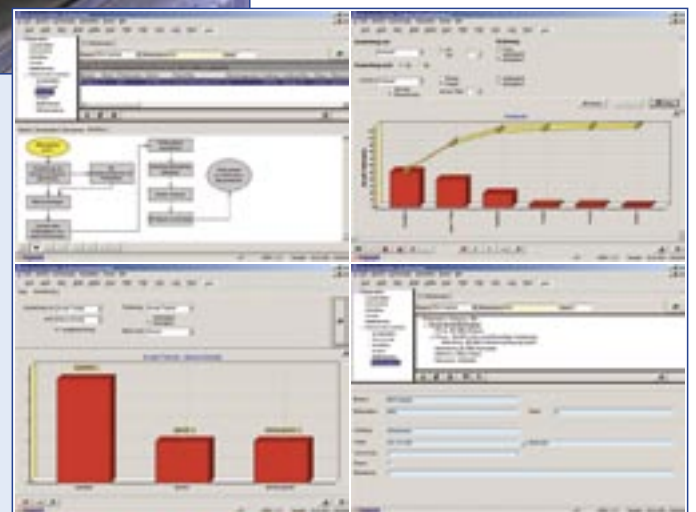
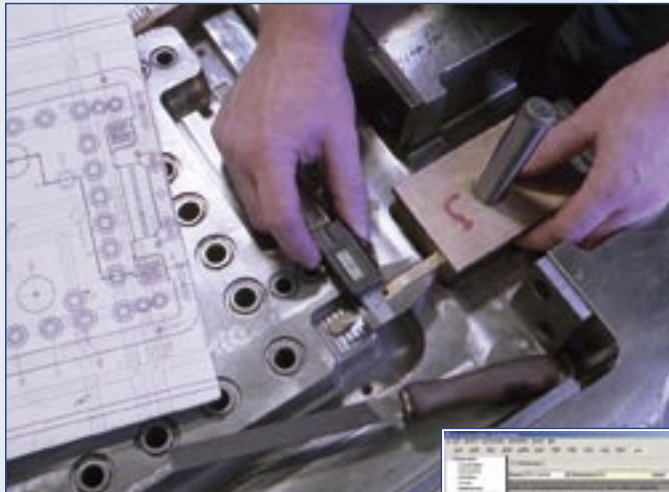


Complaint Management with HYDRA-REK



Recording of internal and external complaints

Workflow-controlled processing

Continuous schedule review

Active measurement management with escalation rules

Flexible reporting with 8D and Q-reports

QUALITY

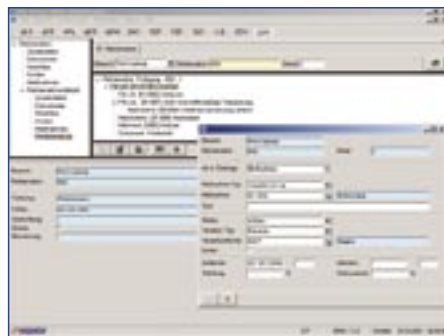
HYDRA-Complaint Management

Preventing complaints from becoming problems

An efficient complaint management is an important prerequisite for a good cooperation of suppliers and customers. It should be in the interest of each company to give the customers asap satisfying answers to their complaints.

Besides a fast solution of the problem, the way of managing the complaints is very important. A targeted and systematic forwarding of the complaint within the company is necessary in order to eliminate the causes of complaints. An internal strategy to solve the problem can lead to a further process optimization.

HYDRA-REK supports you in managing and controlling internal and external complaints of customers and suppliers. Each incoming complaint is registered, processed, analyzed and completed. For the determined failures and the elimination of the causes, measures as well as deadlines and responsibilities are defined and their progress is controlled by a workflow. Messages are sent to the responsible persons automatically, on time and in the correct form via e-mail, pager or sms.



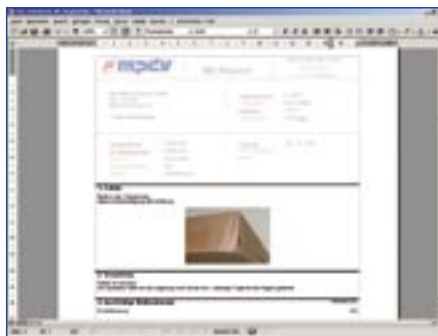
HYDRA offers effective system support

Data collection / processing

- Recording internal and external complaints via PCs in the intranet or internet
- Collective complaints
- Capture of error types, failure locations and causes
- Collection of different cost types
- Definition of immediate measures, long-term measures and remedies
- Active measure management
- Continuous schedule review, monitoring of all measures with escalation rules
- Definition of responsibilities
- Numerous filter and sorting criteria as well as configurable fields for the selection of complaints
- Individual to-do-list for each user with automatic check of all open measures
- Multimedia support by including photos, drawings, documents and videos

Reporting

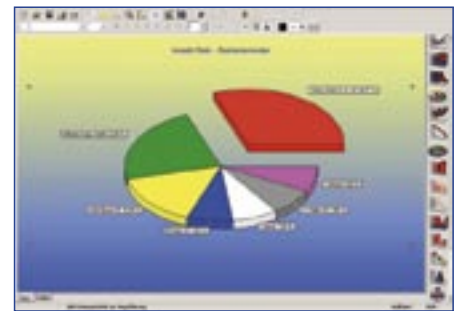
- Flexible reporting (e.g. acknowledgement of receipt, failure lists, Q-reports) on the basis of MS-office
- Comfortable preparation and printing of 8D-reports and 4D-reports



Easy provision of specific information

Evaluations

- Failure mode and effects analysis according to error types, failure locations and causes
- Complaint evaluation according to individual criteria (e.g. customer, article, batch number)
- Cost analysis with freely definable cost types (e.g. costs for scrapping or compensation deliveries)
- Hierarchical failure analysis in form of a tree structure
- Evaluations with statistical values and key figures
- Versatile display possibilities with bar, line and pie charts



Workflow

An integrated designer enables the graphical draft of process flows with actions and activities involved. This applies for the time, sequence and person who has to carry out these activities. The workflow mechanism guarantees that:

- each case of complaint is processed according to uniform rules,
- a correct assignment of tasks, measures and actions takes place,
- the responsible persons control the timely, priority-controlled processing.

MPDV Mikrolab GmbH

Römerring 1
74821 Mosbach
Germany
Fon +49 (62 61) 9 20 9-0
info@mpdv.de · www.mpdv.de

MPDV locations:

Mosbach · Hamburg · Hamm · Heidelberg ·
Munich · Stuttgart · Winterthur / CH ·
Amboise / F · Fort Mill / USA

© 2005 MPDV Mikrolab GmbH
Doku-Ident: PREREK-ENG 09/2005

The mentioned product names are trademarks of the respective producers or suppliers.
HYDRA® is an entered trademark of MPDV Mikrolab GmbH.