



PROCESS QUALITY ASSOCIATES INC.

"We Engineer the Quality of Your Success"

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CUSTOMER COMPLAINTS

CLIENT's SITUATION

A \$2 million dollar plastic parts manufacturer was facing over \$75K in returned parts from 3 customers. One was suing him for an additional \$30K for business lost with his customer due to poor quality.

PQA's TASK

PQA was called to identify why there were so many defects being shipped and recommend how to prevent the same problems in the future.

PQA's ACTION

PQA identified that the production department was not aware of a flatness requirement that the salesman had promised would be met in all products. PQA also recommended that the company implement an ISO 9002 quality system to:

- ensure communication of customer requirements
- control nonconforming product
- coordinate corrective & preventive action
- ensure traceability

CLIENT's RESULT

The new corrective & preventive action system solved the root causes of the flatness problem and many other long term problems. The company went on to get their ISO 9002 registration over the next 8 months. The company only had 2 customer complaints over the next 2 ½ years.