



# Babtec.REK

## Successfully Managing and Analyzing Complaints

Complaints are collected company-wide – use their information potential for the continuous improvement of your products and processes. With the consistent analysis of complaints, you significantly reduce costs and increase the

satisfaction of your customers. Use the 8D method to quickly react to problems and initiate effective corrective actions. Cross-functional workflows are an indispensable tool for ensuring a prompt communication.

The screenshot displays the Babtec.REK software interface for managing complaints. The main window is titled 'Complaints' and shows a detailed view of a specific complaint (Complaint No.: CR000124/2020). The interface is divided into several sections:

- Complaint Details:** Includes fields for Complaint No., Customer, Date of Receipt, and Complaint Type (Customer).
- Part / Object of the deviation:** Shows details about the part (Part: 110/0291/011 - Gear Unit) and the drawing (Drawing No.: 110/0291/011).
- Failure:** Describes the failure (Failure: Casting errors - Burr Formation) and the failure location (Failure Location: 110/2411/004 - Outer Ring).
- Team (from Failure):** Lists team members (Name, Department, Function) involved in the analysis.
- Problem Description:** Provides a detailed description of the problem and the reason for the problem.
- 8D Method Steps:** A list of steps (D1 to D8) for the 8D method, including 'D1 Team', 'D2 Problem Description', 'D3 Immediate Actions', 'D4 Causes', 'D5 Corrective Actions (planned)', 'D6 Corrective Actions (implemented)', 'D7 Preventive Actions', and 'D8 Recognize Team Success'.
- Ishikawa-Diagram:** A fishbone diagram showing the causes of the failure. The main arrow points to 'Burr Formation'. The causes are categorized into four groups: 1. Manpower, 2. Machinery, 3. Materials, and 4. Methods. The diagram shows 'Materials' and 'Manpower' as primary causes, with 'Methods' and 'Machinery' as secondary causes.

Processing of complaints using the 8D method

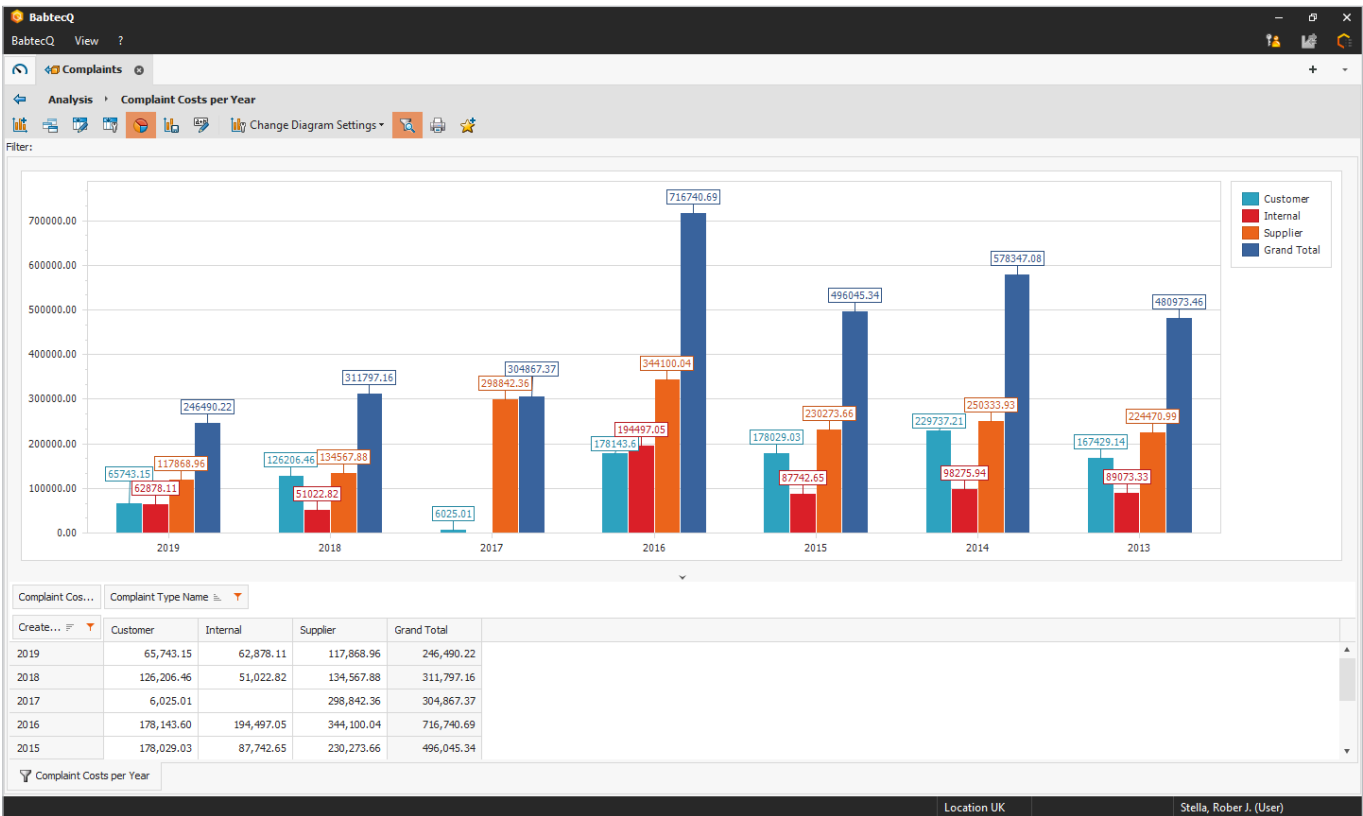
# Customer Satisfaction

Use Babtec.REK to map your procedures for the processing and tracking of all complaints. Whether complaints against suppliers, internal failure messages or complaints by your customers – the complaint management of BabtecQ provides perfect support for these frequently **cross-functional processes**.

Those involved in problem solving are guided step-by-step through the software for the recording of the jointly developed results. In addition, an overview of current 8D processes

helps you to monitor and meet all agreed deadlines, especially in communication with your customers.

Define your company-specific complaint types (e.g. returns or repairs for customer complaints) for the detailed differentiation of your complaints. With Babtec.REK, you remain in a dialogue with your business partners and provide your management with **targeted information** to increase customer satisfaction over the long run.



Annual pivot analysis with complaint costs per type of complaint

# Workflow Support

Babtec.REK guarantees the company-wide **information flow** based on an integrated workflow system. Specific procedures for the processing of different complaint types can be **structured and graphically** represented via workflows. Use

sequential, parallel or conditional activities to inform the responsible employees about the individual process steps – either at the same time, in sequence or depending on each other.

The workflow system **automatically** generates and distributes tasks that contain the respective work instructions, responsibilities and scheduling. With the adoption into the central task management (Babtec.AM), the cross-functional processing and **on-time tracking** of a complaint is ensured. As soon as a workflow task is completed and documented for the complaint, additional tasks are generated in the subsequent processing step and forwarded to the respective responsible persons.

Information about the **current processing status** of the complaint is always available via the process plan of the workflow. In the context of specified **escalation procedures**, the Babtec.Q.Agent can be used to automatically notify the participants of schedule violations and deviations via e-mail. Rigorous monitoring of deadlines allows for purposeful work and forms the foundation for a quick response so that processing times can be optimized effectively. Executed workflows are documented for the respective complaint.

## Cross-Functional Processing

With the module for complaints and deviations in the browser-based frontend BabtecQ Go, all participating employees can use the intranet everywhere in the company to enter new complaints, edit tasks or corrective actions and monitor the status of currently active complaints.

The **integration** of modules in BabtecQ allows initiating complaints wherever they occur:

- If failures are detected in the incoming goods inspection (Babtec.WEP/WAP), it is possible to directly initiate a **supplier complaint**. You supplement analyzed root causes,

share the complaint with your supplier on the Babtec-Qube platform and request a statement in the form of a digital 8D report. Use the options of a rigorous schedule tracking for this purpose.

- If failures occur during inspections that run parallel to production, an **internal complaint** will be generated. The documentation of the cause analysis and removal is done the module for complaints. The corrective actions that were initiated due to the error message can be tracked via the central action management (Babtec.MM).

## ERP Connection

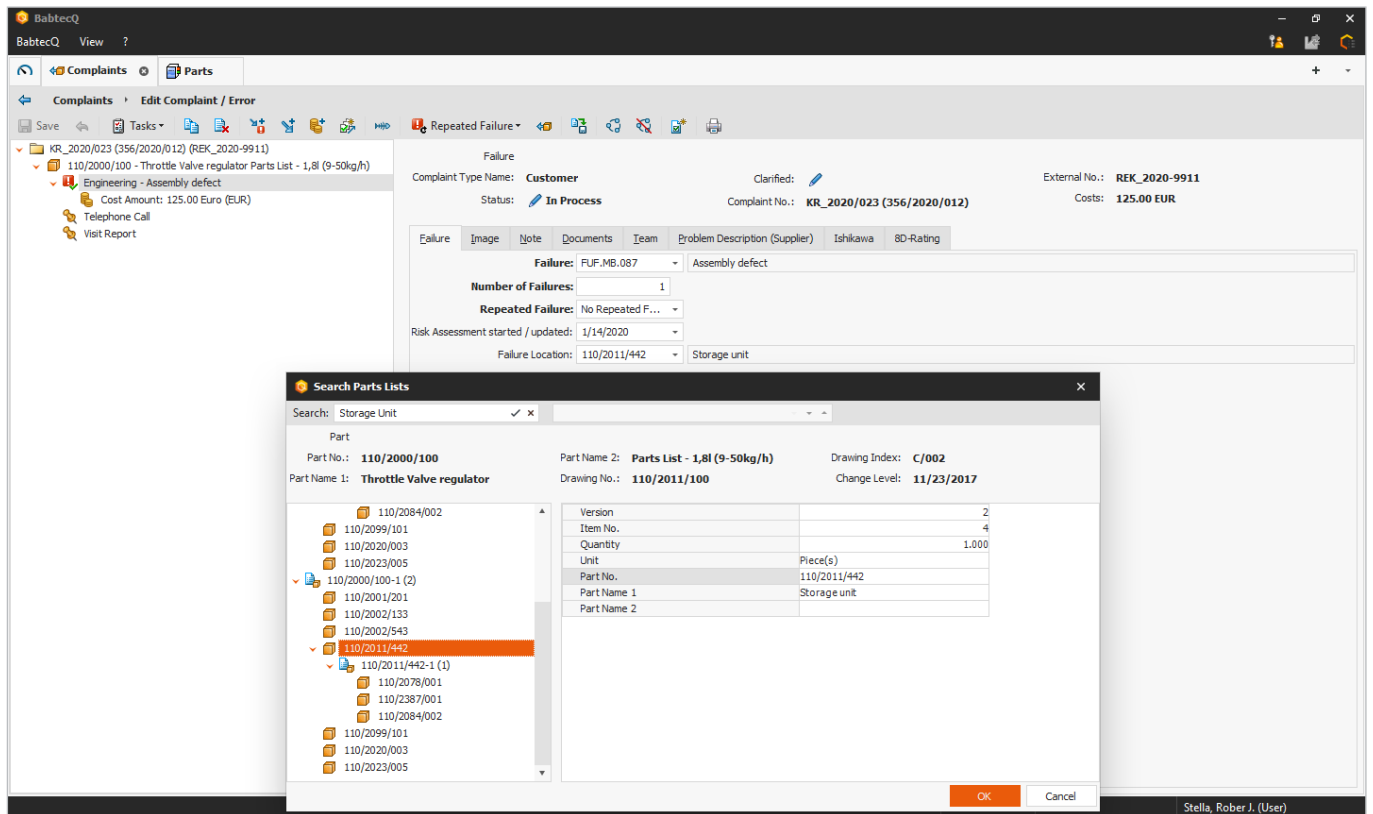
BabtecQ's standardized interface technology enables you to exchange data directly with other software systems. For example, if returns or complaints are entered in the ERP system, the

existing data can be transferred to BabtecQ and used for further complaint processing.

## Analyzing Complaint Data

A detailed and structured entry of all information is required for sound analysis of **weak points and root causes** that can be used for the description of problems and causes. Catalogs for failures, causes and causers form the foundation for uniform classifications. For detailed and precise failure descriptions,

use the visualization package (Babtec.VP) to save and edit images and photos – because a picture says more than a thousand words.



Parts lists enable the user to better identify a failure-causing component

Babtec.REK supports you in identifying **repeated failures**. You have to individually define which conditions must be met for repeated failures. BabtecQ provides a parts lists management for complex products. **Parts lists** can be used particularly for the complaint of assemblies to locate and document the corresponding failure location. Benefit from this operating comfort and avoid incorrect entries.

Use the extensive options for saving complaint reasons or notes. You can assign applicable documents in digital form (e-mails, letters, invoices, inspection reports, etc.) to the case via documents to centrally bundle all of the information. In the process, you can determine whether the files are linked or stored in the database of BabtecQ.

For the goal-oriented analysis of complaint data, you have access to powerful **management analyses** to document the effectiveness of your complaint management based on key performance indicators (e.g. complaint numbers and costs, failure focal points or executed corrective actions). The flexible pivot technology allows you to create individual graphical analyses simply via drag & drop. In order to inform your customers, you can naturally send complaint and status reports as PDF documents via e-mail.

Supplement the supplied **report library** with your own company-specific lists and reports. With the Babtec.RPT report designer, you can conveniently create new documents for your reporting system. Use individual database queries to access all of the stored complaint data to compile new reports.

# Continuous Improvement Process

You define **corrective actions** for the elimination of determined root causes. Use the flexible options of **prioritization** and scheduling for optimal tracking and introducing stipulated corrective and preventive actions to prevent repeated complaints. Monitor actions in Babtec.REK or in the central action management (Babtec.MM). For the detailed planning of an action, you define all the required tasks, including the responsibilities and scheduling. They are edited and tracked in the central task management (Babtec.AM).

Easy and quick access to your **personal tasks and dates** is ensured by to-do-lists that can be filtered. Babtec.Q.Agent automatically informs the responsible employees about tasks and dates via e-mail. In the same way, reports about open and overdue tasks, e.g. in form of weekly task lists or reminders, can automatically be sent out in case of schedule violations. The status of each action is documented in the complaint process. Initiated actions are subject to the **dual control principle**: the effectiveness is not assessed until after the verification of the results achieved, so that improvements can be reliably documented.

## Process complaints together

In BabtecQube, you can network with your business partners to process complaints together. You initiate complaints from your BabtecQ system as usual. The Babtec.Konnektor/REK ensures that you can share all relevant data with your business partner in BabtecQube at the touch of a button. The respective status informs you directly whether your business partner received the complaint and has already started processing. The complaint process is performed according to the recognized and structured **8D-method** and

documented in a digital 8D report. Your business partner and you are working on a **common document**. Commenting and feedback functions as well as a complete history support the communication and strengthen the cooperation. If your business partner also has a BabtecQ system, both partners work with their BabtecQ as usual. In this case as well, the Babtec.Konnektor/REK is the direct connection to the BabtecQube for you and your business partner in order to process all relevant complaints data together.

The screenshot displays the BabtecQube web application interface. On the left is a dark sidebar with the 'BABTEC QUBE' logo and a navigation menu including 'Start Page', 'Complaints & Deviations', 'Goods Inspections & Checklists', 'Equipment & Gauges', 'Spots', 'Inspection Orders', 'Supplier Assessment', 'Analysis', 'Latest News', 'BabtecQube Information', and 'Logout'. The main area is titled 'Issue' and shows a 'Customer Complaint' for 'CPL/2020/04/27-003'. It includes a status bar with 'In Process' and '8D Feedback Not Assessed'. Below this is a vertical 'Failure Analysis / 8D Report' progress bar with steps D1 through D8. The 'Part and Failure' section features a photo of a circuit board and a table of failure details: Defective Component, Repeated Failure (Yes), Part Number (100/2020/005), Part (Circuit Board X-105), Serial Number, and Drawing Data (100/2020/005 | A1 | 04/26/2020). The 'Description' states: 'The photocell does not detect the movement of the mouse wheel correctly.' The 'Contact Data' section lists customer (Ridex SE) and supplier (FloWings Ltd.) information, along with responsible personnel. The 'Delivery Information' section shows delivery date (10/15/2021) and quantity (1000 Pcs).

< BabtecQube connects customers and business partners via cloud for the joint processing of complaints.

# Babtec.REK

## At a Glance



- Complaint management for customer, supplier and internal complaints
- Free definition of complaint types
- Workflow support: optimal process support through freely configurable workflows in graphical form and automatic task generation
- Management of collective complaints
- Status and schedule tracking
- Systematic problem solving with guided data collection (8D methode)
- Documentation of failures, root causes and causers with catalog support
- Documentation of images (e.g. BMP, JPG) for a detailed failure description (Babtec.VP)
- Flexible analysis for repeated failures
- Parts lists support for determining failure locations
- Entry of complaint costs
- Extensive notes functions and documentation options for complaint data
- Freely configurable decisions
- Processing and tracking of immediate and corrective actions as well as preventive actions via the central action management (Babtec.MM)
- Creation of 8D reports and complaint reports
- Design of company-specific reports and forms with the report designer (Babtec.RPT)
- Powerful management statistics and key performance indicators for
  - > icomplaint frequencies,
  - > ifailure focal points, causes and causers, and
  - > icomplaint costs
- Integration in BabtecQ (Babtec.MM, Babtec.AM, Babtec.WEP/WAP, Babtec.FP, Babtec.APQP)
- Automatic generation of supplier or internal complaints from inspection orders in the area of incoming goods and in-production inspection
- Exchange of complaint data with the ERP system is possible via Babtec.CONNECT
- Automatic distribution of information – communication and reporting via Babtec.Q.Agent (e.g. e-mail notification for new complaints)
- Complaint processing on the web (Babtec.RiW)
- Exchange of complaints and 8D reports via BabtecQube with your suppliers (Babtec.Konnektor/REK)





## Let Us Advise You

### Individual Consulting

We would be happy to introduce you to the module in a personal appointment in which we can show you how our solution can optimize your processes. In doing so, we record the current status and explain the further procedure.

[Make an appointment](#)

### Our Solutions

Are you interested in further modules that support your processes even better? Just have a look around on our website.

[To the website](#)

### Overview of Our Portfolio

Would you like to get an overview of our entire range of products? In the current overview we present you our software solutions and services.

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The Software for Quality

