

Reduction in complaints backlog of 15,000+ recall products within 7 months to sustenance level of 1000+ complaints per month

Problem with fretting and corrosion in medical devices resulting in voluntary recall. WIP maintained above 90% against target 70%

Scope

- Core team formation and training at customer site followed by execution at offshore location
- Created 1000+ Product Inquiries and submitted close to 3000 complaints in track wise in a single day
- Recall investigation WIP always maintained above 90% against the target of 70%
- Lean concomitant project: 80% reduction, saved 404 hours. per year for complaints investigation tasks
- Closed 100+ investigations within a week for one of the product families to meet the predetermined target

