

Customer / Supplier			
Responsible			
Phone Number			
Contact Person			
Complaint Number		Created on	

The 4D report must be completed in full by the supplier and forms part of the statement, which must be returned within the specified deadline of 20 days to the following email address: QM.de@foerstergroup.com

Team - Problem Resolution / Solution Environment				
Title	Last Name	First Name	Department	Phone

1) Describe the problem Identify the problem, describe it fully, and delimit it – Form, Fit and Function	Part Number	Keyword for the problem	Result / Note / References to Documentation
2) Take immediate action Remove defective parts from circulation entirely – Check current production orders and ongoing purchase orders – Check stock levels – Take measures to ensure delivery capability	Responsible/ Date	Due by	Result / Note / References to Documentation
3) Analyze root causes Identify possible causes of the problem – Identify and illustrate cause-and-effect relationships	State affected operation	Keyword for the cause	Result / Note / References to Documentation
4) Define corrective actions and implement (incl. effectiveness check) Develop, evaluate and select possible corrective actions – Test selected corrective actions and verify their effectiveness	Responsible/ Date	Due by	Result / Note / References to Documentation