

**bransystems**  
Brilliant IT and Automation Solutions

## Quality Feedback System (QFS)

QFS is a quality management tool that gives timeous feedback about product defects at specific points within the manufacturing process. Keeping track of product defects at these points can help to identify the origin of certain defects and the root problem can then be addressed. This will overall result in a better quality product.

### Business Challenges

The prime focus of any manufacturing concern is to produce the maximum number / amount of product within the minimum amount of time. Often such a concern will manufacture product on order and will thus have a very strict set of deadlines to adhere to in order to keep the customer happy.

A huge headache will be to produce the product on time and still maintain a good level of quality. Bad quality can result in scrap product being produced. Or even worse – bad quality management can result in defective or poor quality product being shipped to the customer which might lead to product recalls. All this can be very costly to the concern.

### Customer Benefit

QFS (quality feedback system) is a much more cost effective and simpler solution then similar products on the market. It is also a local (african-based) manufactured solution which makes support and expertise much more readily available.

Its graphical user-interface and real time processing, together with its scalability over multiple clients and suppliers, and ability to add and track multiple defects, as well its ability to link real time production throughput data to enable the system to deliver kpi's such as defect rate, make it a sophisticated yet inexpensive system

- This system is currently being used at VWSA
- It was runner-up in VWSA's innovation awards 2013 in the Business and Science Category.
- Entrant in the Innovation Price for Africa Awards 2014

### Technical Information

QFS is a Microsoft Windows based quality management system. It consists of data capturing stations that runs on a normal windows workstation. The information captured is stored on a database. This information is formatted in different reports which is sent to display monitors. These reports will alert specific stations about defects that originated from that point. The display monitors are also Microsoft Windows workstations.

#### Key Features

- The system allows for the capturing of faults / defects on products / parts in real time
- It feeds the information from the customer (recorder) to the supplier (originator)
- All capturing is done via touch-screens
- Reporting includes operational real-time reporting on the shop floor as well as historical summary reporting by management
- Includes an administrative module for the configuration of the system in terms
- Of plants and production lines, models, parts, capture areas, defects, users, etc

## Customer Reference

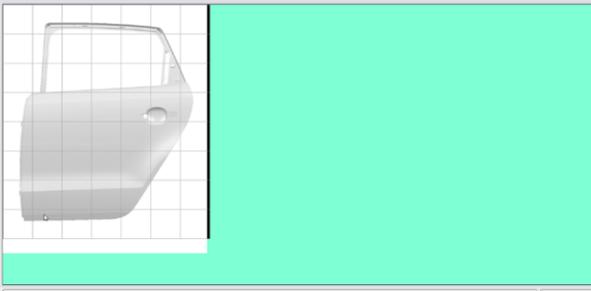
**QUALITY FEEDBACK SYSTEM**  
SUPPLIER (BODYSHOP METAL FINISH) FEEDBACK

Last 8 hours  
From: 2014/11/28 06:31 AM To: 2014/11/28 02:31 PM  
Shifts: Morning Afternoon Night All 2014/11/28

**Feedback Unit:**  
Defects Per Unit  
Overall Defects Over Selected Period

TOTAL OVERVIEW	TOTAL MATRIX / DETAIL
VW250 OVERVIEW	VW250 MATRIX / DETAIL
VW240 OVERVIEW	VW240 MATRIX / DETAIL
VW241 OVERVIEW	VW241 MATRIX / DETAIL

**QUALITY FEEDBACK SYSTEM**  
SUMMERSTRAND - DEFECT CAPTURING INPUT (VW250 - LHS REAR DOOR EXTERIOR)



DEFECTS: PIMPLES, DENTS, BUMPS, METAL CHIPS, BAD REWORK, DAMAGED, PRESS CRACK, PRESS MARK, EXCESS SEALER, LASR WELD PIHOLE, SPLATTER, SEALER DENT, HOLLOW, PRESS MARK, DAMAGED, PRESS CRACK-OUT, WAVY, METAL CHIPS, METAL FINISH, EXCESS SEALER

Add Defects Cancel

**QUALITY FEEDBACK SYSTEM**  
SUMMERSTRAND - MAIN MENU

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    graph LR
      A[FEEDBACK TO SUPPLIER  
AREA: BODYSHOP METAL FINISH] --> B[CAPTURE DEFECTS  
AREA: SUMMERSTRAND]
      B --> C[FEEDBACK FROM CUSTOMER  
AREA: PRIME]
  
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**QUALITY FEEDBACK SYSTEM**  
SUPPLIER (BodyShop Metal Finish) FEEDBACK - VW250 MATRIX SCREEN

DEFECT NAME	DEFECT LOCATION	1:00 - 2:00 (1.0 units)	2:00 - 3:00 (1.0 units)	3:00 - 4:00 (1.0 units)	4:00 - 5:00 (1.0 units)	5:00 - 6:00 (1.0 units)	6:00 - 7:00 (1.0 units)	7:00 - 8:00 (1.0 units)
DAMAGED (Paint)	LHS Rear Door Exterior						1	
BAD REWORK (Paint)	LHS Rear Door Exterior							1
DAMAGED	LHS Front Door Exterior						1	
METAL CHIPS	LHS Front Door Exterior						1	
BAD REWORK (Paint)	LHS Front Door Exterior						2	

**QUALITY FEEDBACK SYSTEM**  
SUPPLIER (BODYSHOP METAL FINISH) ~ VW250 OVERVIEW ~ FROM 2013/08/27 06:00:00 AM TO 2013/08/28 06:15:00 AM



Sym	Defect Name	Sym	Defect Name	Shift	Defect Count	Number of Units	DPU
●	PIMPLES	⊗	LASR WELD PIHOLE	MORNING	5	1	5.00
▲	DENTS	⊖	SPLATTER	AFTERNOON	7	1	7.00
★	BUMPS	⊕	SEALER DENT	NIGHT	11	1	11.00
○	METAL CHIPS	⊙	HOLLOW	Total	23	3	7.67
⊕	BAD REWORK	⊖	PRESS MARK				
⊖	DAMAGED	⊕	SEALER COOK-OUT				
⊖	PRESS CRACK	≡	WAVY				
★	EXCESS SEALER						

\* RED Indicates Paint Breaker