HYDRA
Complaint Management

Reducing costs by automating the processing of complaints!
MOTIVATION
Efficiently process complaints

Complaints are an unpleasant and inevitable part of production, which makes it all the more important to ensure that the procedures for dealing with complaints are standardized, comprehensible and largely paper-free. In a typical production environment, the complete history of a complaint, which means everything from the customer, to your production and even to the supplier, is fully integrated into one system. That means you can optimize your internal process while simultaneously providing information regarding the complaint to your customer.

HYDRA Complaint Management (REK) uses collected quality data in order to trigger complaints automatically. When this happens, the integrated workflow management then ensures that the individually defined processes are adhered to, which lets everybody know at all times how far advanced the complaint is processed or which action is next.
When it comes to complaints, following the specified procedures is of the utmost importance. HYDRA REK supports manufacturing companies by completely handling all internal and external complaints which ensures transparency:

- By manually and automatically generating complaints, e.g., complaints on the basis of recorded test data
- Control and documentation of standardized procedures which includes integrated workflow management
- Intuitive data collection and details on the office PC’s and/or on mobile devices
- Powerful, modifiable evaluations
- Needs-based analysis of complaints cost
- Integrated functions to track measures
- Prepare and manage specific templates, e.g., 8D report
Master data and configuration

With a wide range of master data and extensive configuration options, HYDRA REK ensures that all occurrences can be represented in a standardized way:

- Preparing and maintaining all master data for complaints
- Specifically configured dialogs
- Using specified and editable templates based on MS Office documents
- Simple configurations for any workflow to integrate complaint procedures
- Needs-based customizing of diagrams and graphics

FLEXIBILITY
Extensive evaluations

While data collection is the most important element, HYDRA REK also offers many evaluations and reports, which can be adapted to the individual needs of the users by configuration:

- Evaluate failure types, locations and reasons
- Analysis of complaint costs and cost type
- Current status and tracking defined measures including processing options
- Current overview and multidimensional analysis
- Graphical display of predefined workflows including display of the actual status of a complaint
- Needs-based templates, e.g. 8D reports
Benefits from synergies

In contrast to standalone solutions, HYDRA Complaint Management accesses all necessary production and quality data stored in the integrated production database, which results in a wide range of synergies:

- Automatic complaint generation based on inspection processes in goods receipt and production
- Joint use of master data with other applications, e.g., supplier, customer, article, defect and measure
- Joint measure tracking with other MES applications, e.g., dates, responsibilities, effectiveness
- The use of general MES functions like escalation and workflow management
Needs-based, tailor-made MES applications

Every MES solution is as individual as the company using it. An MES must be of a modular design and largely configurable in order to turn field-tested standard functions into tailor-made solutions.

Extensive requirements covering all business sectors and levels must be considered: From user-friendly collection and information functions for operators to reliable statistics for the management.

The examples for HYDRA REK applications illustrated in this brochure are a combination of standard MES products by MPDV. These products, characterizing a state-of-the-art MES, can be selected needs-based and integrated without interfaces:

- **Shop Floor Integration Services**: Interfaces to machines and production lines plus data collection and information functions for operators
- **MES Applications**: Powerful programs to process data and functions for data maintenance, detailed planning, monitoring and controlling
- **Smart MES Applications**: For usage on mobile devices and in web browsers
- **MES-Cockpit Applications**: Dashboards for general KPIs
- **Enterprise Integration Services**: Basic functions and interfaces to seamlessly integrate the MES into an existing IT landscape

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