

QUIT – Quality Issues Tracking System

The Quality Issues Tracking System (**QUIT-System**) represents a simple and effective tool for recording, solving, communication and management of quality issues.

The **QUIT-System** is suitable for both **final producers** as well as **suppliers**.

The **QUIT-System** covers all kinds of quality issues such as **customer** claims, **internal** quality problems as well as issues caused by **suppliers**.

The **QUIT-System** covers all these issues by **one universal form** (OD-Report)!

The **QUIT-System** is based on a process approach and a Value Added Chain, and therefore assigns tasks and responsibilities clearly and explicitly according to the rule: „**one step – one action – one responsibility**.“ In each step of problem solution the process owner performs one action for which he/she is ultimately responsible.

The **QUIT-System** is consistent and applies a rule: „**one action – one record – one document**.“ Process owner performs an action he/she is responsible for and makes one record into one document.

The **QUIT-System** consists of these parts:

1. **OD-Report** – an universal form for recording, solving and communication of detected quality problems where „**everything about one problem**“ is recorded.
It is derived from the well-known 8D-Report, but it was substantially improved through implementation of a quality control loop. In addition, it allows solution of both internal as well as external quality problems.
Notice: The OD-Report fully replaces the 8D-Report, i.e. if you have been using the 8D-Report so far, you can replace it by the OD-Report and have its benefits.
2. **QUIT-Table** – serves for management of problems' solutions from detection of the respective problem till its closure. It contains „**something about all problems**“ – which means time, status and statistical data concerning each particular problem solution.
3. **QUIT-Report** – a regular **weekly review** which summarizes all current problems. It contains list of open problems together with the respective charts and diagrams.
4. **QUIT-Manual** – contains information concerning **system operation** as well as an **advanced methodology** of problem solving based on process approach and quality control loop.
5. Implementation in computer system

The **QUIT-System** allows a **systematic and thorough** problem solving through:

- Consistent problem and solution recordings in the **OD-Report**
- Clear distinction between a **cause** and an **effect** as well as treatment of **potential causes**
- **Advanced uniform methodology** of problem solving

The **QUIT-System** allows an **effective management** of problem solving through:

- Clear and explicit **assignment of tasks and responsibilities**
- Effective **communication**
- **Independent validation** and implementation
- Variety of analyses allowing a proper **setting of priorities**
- Sound **reporting**

The **QUIT-System** requires **no extra tools**. It only requires common means like MS Excel, computer network and e-mail communication.

The **QUIT-System** meets **ISO 9001:2000**, **ISO/TS 16949:2002** and **VDA-QMC** requirements.