



Complaint — scope cut from 4,200 to 610 parts

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96,000 readings from the production window · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The scope is not negotiated, it is demonstrated:** the time-stamped readings can be checked by the customer's own quality department.

What the readings establish

Element	Value	Source
Batch disputed	4,200 parts	MES
Readings pulled	96,000	32 control points on the press concerned
Real duration of the deviation	29 minutes, from 3.12 to 3.41 a.m.	Shop-floor supervision
Parts genuinely involved	610	At 1,250 parts an hour

Element	Value	Source
Cavities involved	4 of 8	Four were never touched

What cutting the scope saves

Element	Value	Calculation
Parts neither sorted nor reworked	3,590	4,200 – 610
Amount saved	€6,800	At €1.90 fully loaded
Sorting hours saved	11 h	Operators returned to production

What it changes in the conversation with the customer

Situation	Before	With the readings
Nature of the exchange	Negotiating a scope	Producing a time-stamped record
Complaints handled this way this quarter	—	2
Proposed scope accepted without a second opinion	—	2 out of 2

The cause, and the rule that now catches it

Element	Content	Measured over 18 months
Cause of those 29 minutes	Restart after a night shutdown, without a full temperature ramp	—
Rule written	First half-hour after any restart: automatic enhanced inspection	—

Element	Content	Measured over 18 months
Replayed coverage	—	7 of the plant's 9 complaints

For the production manager to sign: bringing the restart rule into service. **It is live from the shift following signature.**

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