Complaint — scope cut from 4,200 to 610 parts

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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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**	—

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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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