Traceability — seal batch 7741-B/2603

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

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4 orders · 860 parts · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **Traceability gives the scope, not the cause.** That is what the customer wants first, and it can be supplied in an hour instead of a week.

What the batch fed

Order	Part	Parts	Customer	Despatch note	Date	Complaint?
0417	TR-118	240	Customer A	BL-2026-3318	12/06/2026	**Yes**
0421	TR-118	185	Customer B	BL-2026-3327	19/06/2026	**Yes**
0429	TR-118	210	Customer C	BL-2026-3361	02/07/2026	No
0436	TR-118	225	Customer D	BL-2026-3389	18/07/2026	No
Total	—	**860**	4 customers	—	—	2 of 4

> **Two customers of four have reported nothing.** That fact matters as much as the two complaints: it prevents concluding that the seal batch is at fault, and points towards what distinguishes the orders from one another.

The four hypotheses, all open

Hypothesis	What supports it	What weakens it
The seal	Same batch across all 4 orders	**2 orders with no complaint**
Tightening torque	**2 different drivers**	All 4 orders within tolerance
Surface finish	Not measured on these orders	—
Assembly at the customer	2 customers of 4	No information

No hypothesis is ruled out in this document. Ruling out the seal because two customers are silent would be as hasty as blaming it because two are complaining.

What goes to the customer today

Item	Content
Acknowledgement	Dated
Traceability of their batch	Note, order, material batch
Exact scope	240 parts, on the single delivery of 12/06
Commitment	Reply within 5 working days
Cause announced	**None**

> **A customer given the exact scope waits better than a customer promised a cause.** A cause announced and then withdrawn restarts the complaint from the beginning, with less goodwill in hand.

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