

Answering MRR			
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	Author: Cathy Hennes	Approver:	Page: 1 of 5

PURPOSE:

After the MRR process has been submitted, the assignee must respond to the MRR request.

WORK INSTRUCTION:

1. Locate the **QC MRRs** form and click the **OK** button

Select Form

Caption	Name
JBT QC Disposition MRR	JBT_RS_QCMRRDisps
JBT QC MRRs	JBT_RS_QCMrrs
JBT QC Quick Receiver MRR	JBT_RS_QCQuickMrr
JBT QC Vendor RMA Maintenance	JBT_RS_QCVrmas

Select by Name Instead of Caption

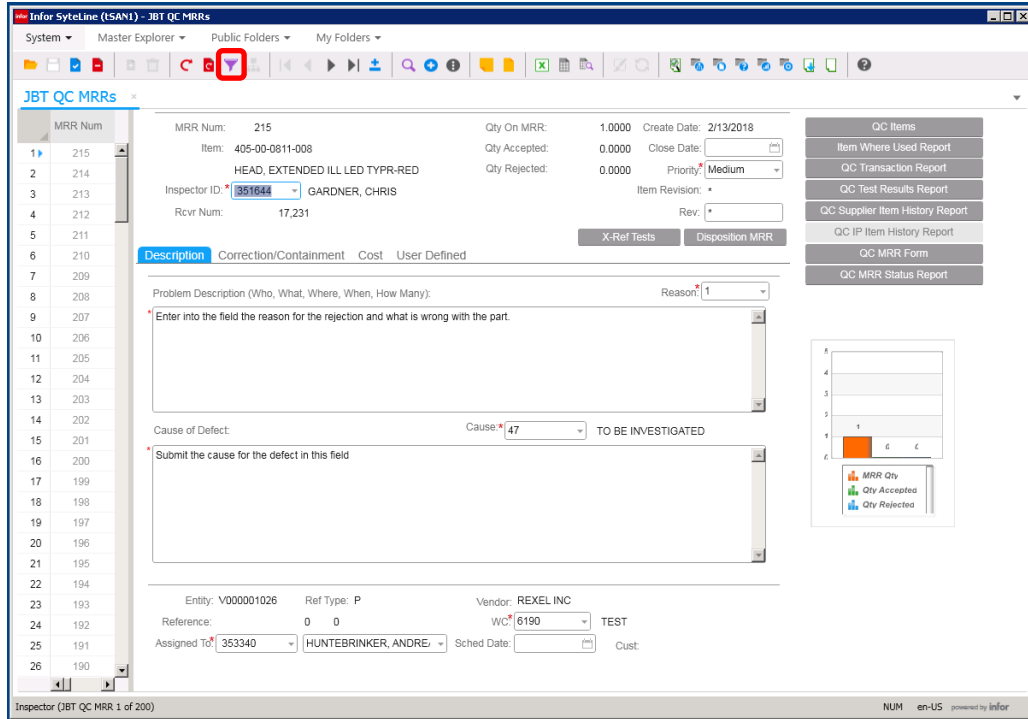
Filter _____

All containing:

Case-sensitive

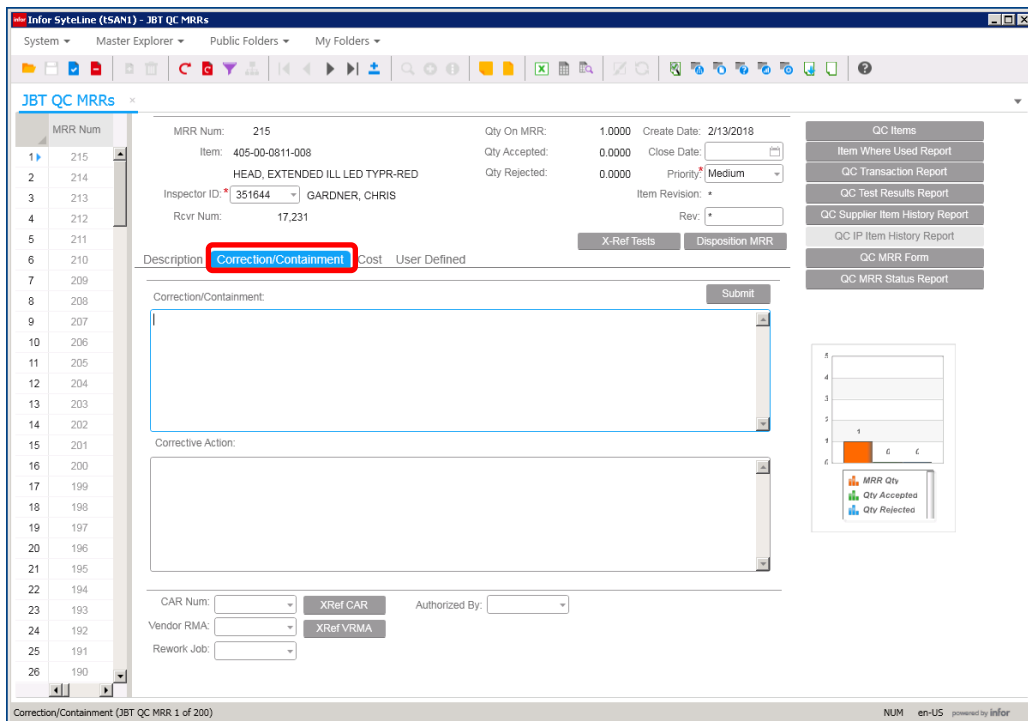
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2. Click the **Filter in Place** button to deactivate filtering



Note: If you do not locate the MRR in question, keeping the **Filter in Place** button on will allow you to search for the MRR.

3. Click the **Correction/Containment** tab



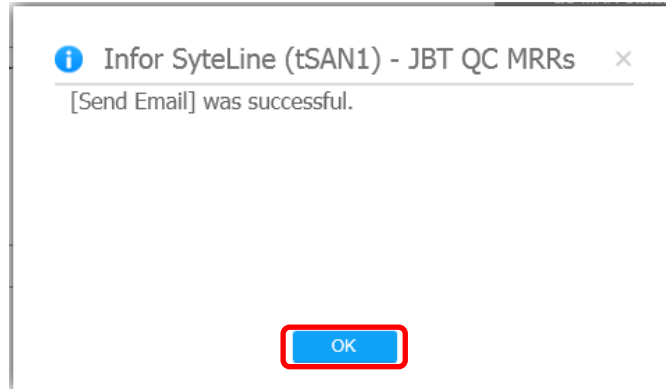
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- Populate the **Correction/Containment** field and the **Corrective Action** field with the appropriate information. If needed further, add cause of defect information to the first tab.

- Click the **Submit** button when MRR is deemed completed and effective corrective action has been implemented

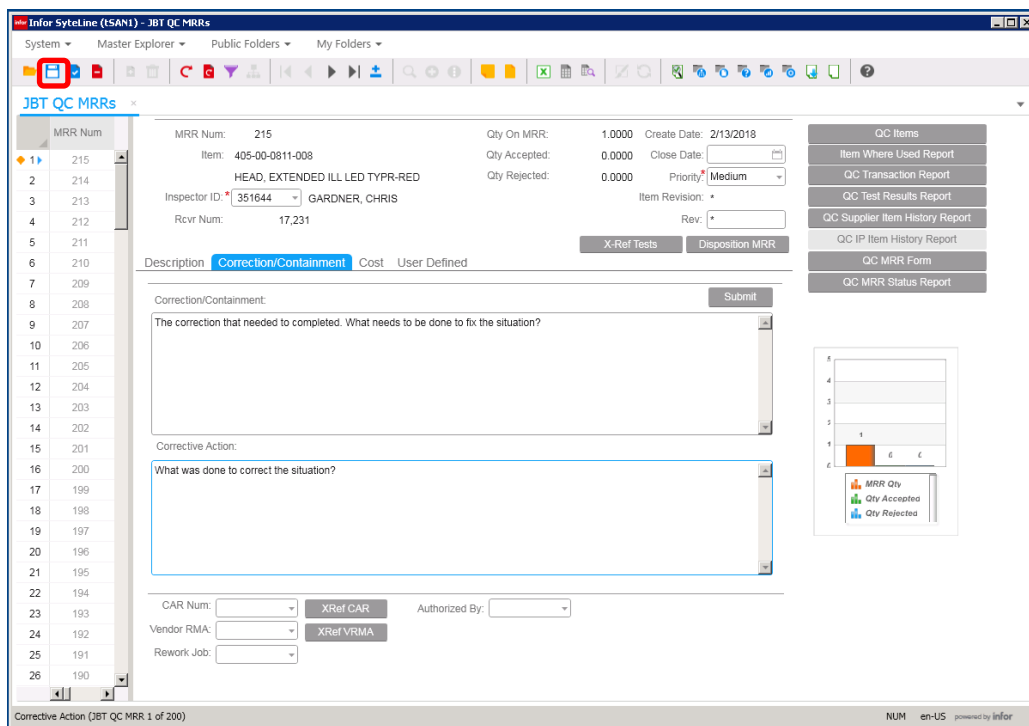
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6. Click the **OK** button that the response was submitted



7. An email has been generated, requiring attention (email has been sent to the originator and the Quality Manager)

8. Click the **Save** button



9. Close any form(s) once you are completed using the **X** next to each form name

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Overall Notes

Problem Description: Who, What, Where, When, Why, How, How Many

Cause of Defect: This is the in-depth analysis of the problem; include past history, data trends. A variety of tools can be used such as process flow mapping, fishbone, 5 whys, PDCA (RQUA-QSD-0049).

Containment: Protect the customer both internal and external. Contain and verify any inventory both internally and externally such as at the supplier, warehouse, in transit, etc.

Corrective Action: This should take into consideration the steps to correct the situation as well as prevent it in the future. This could result in process changes, document changes, training, design changes, etc.

Revision History

Page(s)	Description	Rev	Date	Revised By
	Document ID Created. Document formatted with correct header/footer. Document created using the SyteLine Test Server and EPAK simulation video.	0	02/13/2018	Cathy Hennes
	Updated specific steps for clearer information	1	05/17/2018	Cathy Hennes
	Updated Doc # to align MRR to VRMA	2	06/05/2018	Cathy Hennes