

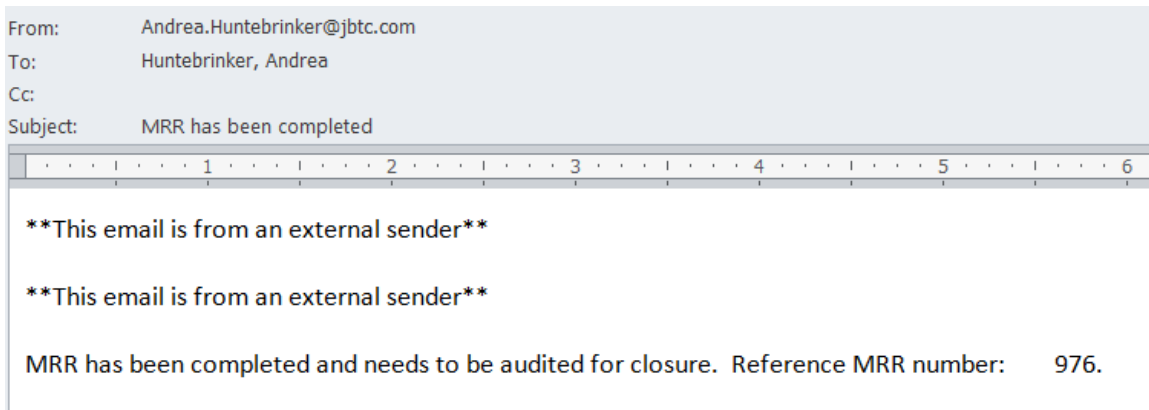
Closing MRR			
(Company Logo Here)	Document #: PTP-QUA-0060	Revision: 2	Date: 10/17/2018
	Author: Cathy Hennes	Approver:	Page: 1 of 3

PURPOSE:

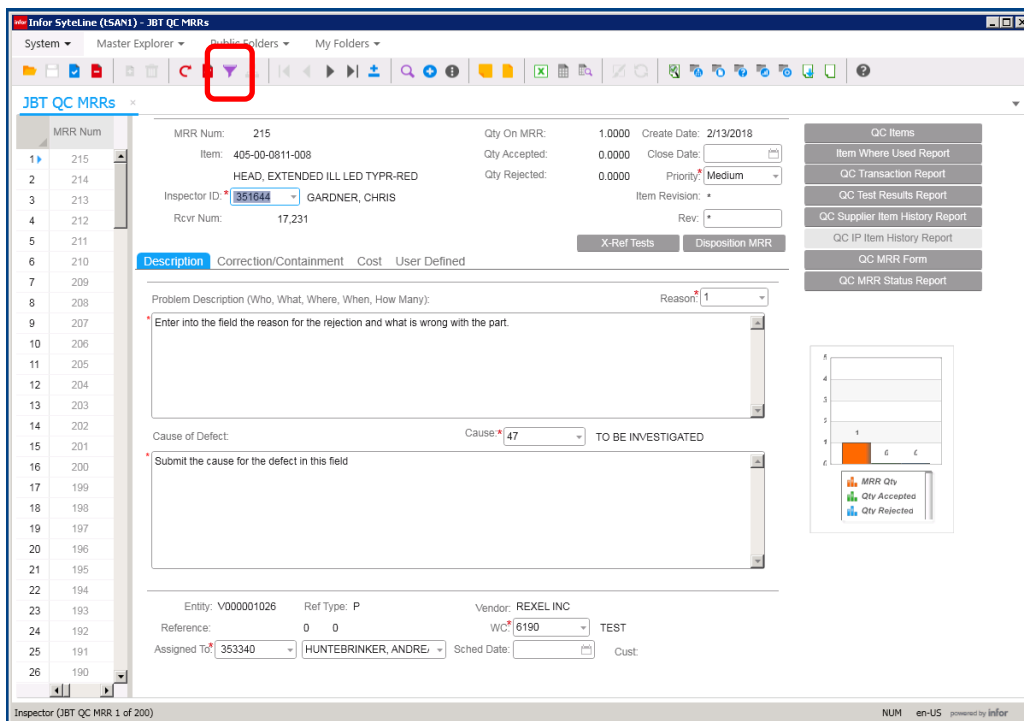
After the MRR process has been submitted, the assignee must respond to the MRR request.

WORK INSTRUCTION:

1. After the MRR has been submitted for closure by the assignee, the MRR originator and /or designee will receive an email requesting the MRR be audited and closed.



2. Open the **QC MRRs** form and locate the MRR using the filter option.



Closing MRR			
(Company Logo Here)	Document #: PTP-QUA-0060	Revision: 2	Date: 10/17/2018
	Author: Cathy Hennes	Approver:	Page: 2 of 3

3. Review the MRR to ensure that proper root cause, containment and effective corrective action (see detailed definitions) took place, if in agreement, populate the close date.
 - a. **Problem Description:** Who, What, Where, When, Why, How, How Many
 - b. **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).
 - c. **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.
 - d. **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.

The screenshot displays the JBT QC MRRs application interface. On the left, a list of MRRs is shown with columns for 'Close Date' and 'MRR Num'. The main area shows details for MRR 1081, including item information (082-01-0514 DOOR, SLIDING-SIDE), inspector (FREDRICK, RANDY), and quantity data. A red box highlights the 'Close Date' field. The 'Problem Description' field is populated with a text entry about door appearance. The 'Cause of Defect' field contains a text entry about door styles. A bar chart on the right side of the interface shows 'MRR Qty', 'Qty Accepted', and 'Qty Rejected'.

4. If MRR information is found to NOT meet the requirements / expectations, send an email to MRR assignee requesting more work and/or information.

Closing MRR			
(Company Logo Here)	Document #: PTP-QUA-0060	Revision: 2	Date: 10/17/2018
	Author: Cathy Hennes	Approver:	Page: 3 of 3

Revision History

Page(s)	Description	Rev	Date	Revised By
	Document ID Created. Document formatted with correct header/footer.	0	05/17/2018	Cathy Hennes
	Updated Doc # to align MRR to VRMA	1	06/05/2018	Cathy Hennes
	Updated instructions for Mod 2 programming changes	2	10/17/2018	Cathy Hennes