

DEFECT TYPES

The importance of knowing and using the correct, approved, defect types on your sort sheet.

What defect is pictured below?



- A) Tear**
- B) Rip**
- C) Split**
- D) Cut**

Defect types- How to know

- ▶ **The answer is that it could be called any of those things, or maybe even something else!**
- ▶ **So how do you know what to write on your sort sheets?**

PARTS REJECTED		
Reject/Rework Type	Qty Rejected	Qty Reworked
???		

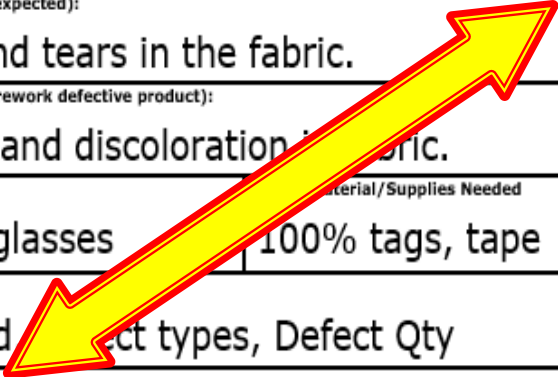
Defect types- Work Instructions



WORK INSTRUCTION

REVISION DATE	REVISION LEVEL	REFERENCE/CONTROL #	SORT LOCATION	BNC PROJECT NUMBER
4/12/2022	1	n/a	BNC Warehouse	99999
Customer Be Informed		Customer Contact Terry Berry		
Part Number 123-456A		Part Name Widget		
Problem Description (Brief listing of issues/defects expected): Yellowing discoloration and tears in the fabric.				
Sort Criteria (Brief description of method to isolate/rework defective product): Visually inspect for tears and discoloration in fabric.				
Safety Equipment Needed Steel toed shoes, safety glasses		Material/Supplies Needed 100% tags, tape		
Items to record on Sort Sheet Lot#, Serial #, Qty sorted, Defect types, Defect Qty				250
Approved Defect Types TEARS, DISCOLORATION				

The Approved Defect Types section on your work instruction tells you what defects to look for and the correct name for them.



Notify your supervisor immediately of any additions, deletions, or changes.

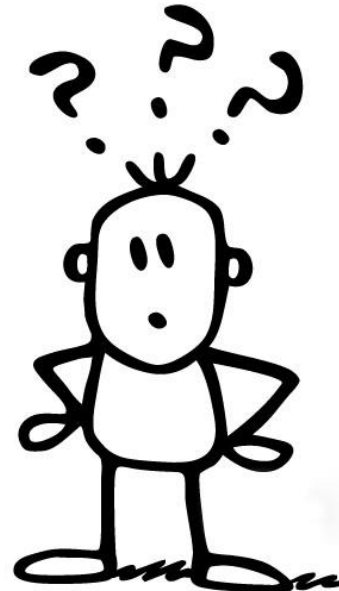
All additions, deletions, and changes must be approved by the customer. (see cover sheet)

WORK INSTRUCTIONS MUST BE FOLLOWED. NOT FOLLOWING INSTRUCTIONS WILL RESULT IN DISCIPLINARY ACTION.



Why does it matter?

- When we set up the project, our customer tells us what defects to expect.
- When we report results to our customer, they expect every defect to fit in the buckets they assigned.
- If something else is listed on the sort sheet it cannot be reported until we get customer approval to make a new bucket.
- Incorrect defect names or unapproved rejects stop us from providing timely reports to our customer.



What to do about new Defects

- ▶ If you find suspect defects that are not on the work instruction, set them aside, label with a status tag, and contact your BNC Supervisor for direction.

The Supervisor will contact the customer and find out if the new defect should be added.



Once approved, the correct term for that defect will be added to the Work Instruction.

Click on the link below to take the quiz for this session.

[QUIZ](#)