DOWNLOAD FOR MODULE 6

Interface table: the handovers between processes

Errors are born between processes. For every handover: what, in what form and with which record.

Handover	What	Form	Record	Typical error
V1 Sales → V2 Production	Order with all details	Order file / ERP order with mandatory fields, drawing revision checked against the purchase order	Order confirmation, work order	Dimensions missing, old drawing revision
S1/S2 Purchasing → V2	Inspected material	Goods receipt with inspection level according to supplier class	Delivery note with inspection stamp	Uninspected material in production
V2 → Shipping / customer	Released product	Final inspection, packaging according to the work instruction	Inspection report, delivery note	Loaded without release
Customer → S4 Complaints	Complaint	Complaint form within one working day	Complaint number	Complaint “settled by phone”, no trace
S4 → V2 / S1	Correction, cause	Defect tally sheet; complaint to the supplier	Record, action	The cause gets stuck in sales
M3 Audit → M4 Actions	Finding	Action plan with date and owner	Entry	The finding exists only in the report
M5 Training → V2	Authorised employee	Qualification matrix, induction record	Level in the matrix	An unauthorised employee releases
S6 Maintenance → V2	Machine ready for operation	Maintenance plan, fault report	Maintenance record	Maintenance “by eye”

Your own handovers

Handover	What	Form	Record	Typical error

The best preparation for the auditor's question “How do you ensure that production gets everything it needs?” — annex to the map.

These documents were created with AI support. The contents are reviewed by the project manager.