

# Damage Analysis Sheet

Template for structured claim review. One entry per claim. Goal: turn every damage case into a follow-up rule at the packing station.

## Header - per review period

Period

Responsible

Location / Station

## Entry - per damage case

Date

Order number

Product / SKU

Carrier

Quantity damaged

Photo reference

### Damage pattern - keyword based on claim photo

- Contents shifted, scratches in a line
- Pressure marks or indentations on the product
- Crushed corners, edge breaks
- Multiple parts scratched or broken against each other
- Box bulged, contents leaning
- Box collapsed, contents crushed
- Other: \_\_\_\_\_

### Suspected cause

\_\_\_\_\_

### Intervention

- Material (cushioning, corner protector, divider, box choice)
- Packing process (sequence, center of gravity, packing instruction)

Specifics: \_\_\_\_\_

### Follow-up rule at packing station - one sentence, postable

\_\_\_\_\_

Implementation date

Responsible

### Status

open

done

rejected

## Monthly review

Total damage cases

Top damage pattern

Top intervention

Open follow-up rules

## Quick reference - Damage pattern → Cause → Fix

Damage pattern	Cause	Fix
Contents shifted, scratches in a line	Box too large	Use smaller box, max 2 cm void all around
Pressure marks or indentations	Cushioning doesn't match weight	Bubble wrap in matching thickness (45/60/75 my)
Crushed corners, edge breaks	Hard product edges against box wall	Fold corrugated cardboard into corner protector
Multiple parts damaged against each other	No separation between parts	Padding paper as divider between parts
Box bulged, contents leaning	Center of gravity wrongly distributed	Heavy at bottom, light on top, 3 to 5 cm top buffer
Box collapsed, contents crushed	Corrugated board too weak for weight	Set burst strength class per weight class

## How to use this sheet

1. Open a new entry for every claim. Enter photo reference and order number.
2. Match the damage pattern from the quick reference. Document suspected cause and intervention.
3. Write the follow-up rule, post it at the packing station. Track implementation with date and responsible person.