

Andon Call Log

Response Standard & Shift Review

Log every call, who answered it, and how long the line stood. Then fix the station that keeps calling.



Skip the paper.
Try this checklist on your **phone, tablet or PC** in flowdit. Snap a photo at each item, and the report writes itself.
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Line / cell		Date	
Shift		Team leader	
Site / plant		Sheet ____ of ____	

Response standard (set once per line, review monthly)	Yes	No	N/A	Notes
Every station has a way to call: cord, button, or app				
First responder named per zone and per shift				
Target response time agreed and posted (for example 60 seconds)				
Second escalation step named, with its own time limit				
Written rule for when the line stops, and who decides				
Reason codes agreed and visible at the station				
Every call gets logged, not just answered				
Repeat calls trigger a root cause, not a reset				

Andon calls

One row per call. Codes: Q = quality, M = machine, T = tooling, MAT = material, S = safety.

#	Time called	Station / machine	Code	Responder	On site	Cleared	Down (min)
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							

#	Time called	Station / machine	Code	Responder	On site	Cleared	Down (min)
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							
26							

Calls this shift		Answered in time	
Line stops		Total down (min)	
Top station		RCA opened Y/N	

A call that gets answered but never logged cannot turn into an improvement. Two calls from the same station in one shift means the first fix was a reset, not a repair.

Team leader		Shift supervisor	
Name / date		Name / date	