

Tier escalation report — period to date

All records

OPEN ESCALATIONS

5

1 with a line stopped · 2 running degraded

RESPONSE PERFORMANCE

88.9 %

8 of 9 answered within 1 day

AVERAGE RESOLUTION

2.0 days

5 of 5 inside the 5-day target

BREACHING NOW

1

ESC-010

SENT TO TIER 3 +

36.4 %

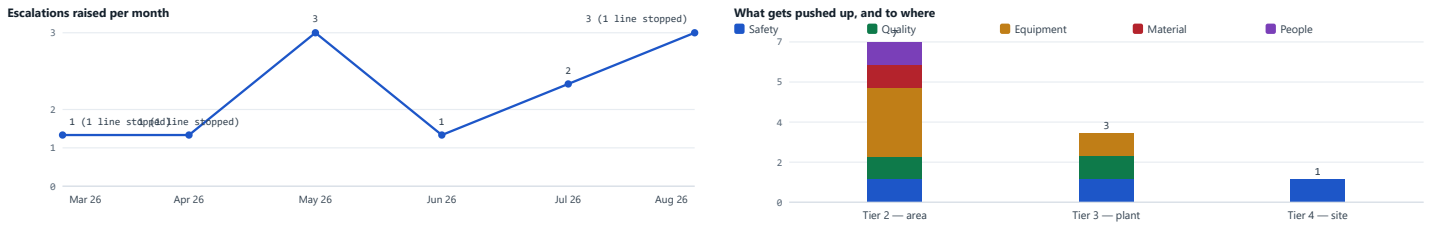
4 of 11 went to plant level or above · 1 to Tier 4

BIGGEST CATEGORY

Equipment

3 of 11 escalations

11 of 11 record(s) included. All records. Amounts in USD.



Read this one carefully, because it is ambiguous in both directions. A rising line can mean the lower tiers are losing the capability to solve their own problems — or that people have finally started recording escalations properly. A falling line can mean the tiers are getting stronger — or that people have given up escalating because nothing came back last time. Ask the teams which it is before you celebrate or panic. Read this one carefully, because it is ambiguous in both directions. A rising line can mean the lower tiers are losing the capability to solve their own problems — or that people have finally started recording escalations properly. A falling line can mean the tiers are getting stronger — or that people have given up escalating because nothing came back last time. Ask the teams which it is before you celebrate or panic.



Open and responded escalations only. Red means at least one of them has an area with production stopped — that is where the next hour of management time belongs, whatever the agenda said. Open and responded escalations only. Red means at least one of them has an area with production stopped — that is where the next hour of management time belongs, whatever the agenda said.

Every escalation that reached a tier, coloured by what it was about. A tall Tier 3 or Tier 4 bar in one category is the clearest signal you have that the lower tiers lack the authority, the budget or the skill to settle that kind of problem themselves — and that is a fixable thing. Every escalation that reached a tier, coloured by what it was about. A tall Tier 3 or Tier 4 bar in one category is the clearest signal you have that the lower tiers lack the authority, the budget or the skill to settle that kind of problem themselves — and that is a fixable thing.



A tracker made up mostly of “no production impact” rows is a decision queue, and should be worked as one. A tracker with anything in “line stopped” has an emergency in it, and the rest of the list can wait. A tracker made up mostly of “no production impact” rows is a decision queue, and should be worked as one. A tracker with anything in “line stopped” has an emergency in it, and the rest of the list can wait.

Live escalations

REF	AREA	SUMMARY	IMPACT	TIER	ESCALATED TO	RAISED	RESPONSE DUE	BREACH	AGE
ESC-010	Assembly line 1	No wiring looms on line — line stopped since first shift	Line stopped	T2 → T3	Plant manager	2026-08-07	2026-08-08	Response overdue	2
ESC-008	Machine shop	Housings on quality hold pending an engineering concession decision	Degraded	T2 → T3	Engineering manager	2026-07-31	2026-08-01	Responded	9
ESC-011	Assembly line 1	Same connector fault back for the third week running	Degraded	T1 → T2	Area manager — assembly	2026-08-08	2026-08-09	Awaiting response	1
ESC-007	Paint line	Booth extraction refurbishment needs capital approval above plant limit	At risk	T3 → T4	Operations director — group	2026-07-02	2026-07-03	Responded	38
ESC-009	Goods-in	Material certificates missing on a delivery of bar stock	No prod. impact	T1 → T2	Procurement lead	2026-08-03	2026-08-04	Responded	6

Closed — response and resolution performance

REF	SUMMARY	IMPACT	RESPONSE DAYS	RESOLUTION DAYS	WITHIN TARGET	RESOLUTION
ESC-006	Coordinate measuring machine calibration lapsed — inspection at risk	At risk	0	1	response ✓ · resolution ✓	Calibration house attended the following day on a same-week callout. Both first articles ...
ESC-004	Customer expedite request conflicts with the frozen build sequence	Degraded	0	4	response ✓ · resolution ✓	Commercial agreed a partial expedite: 120 units pulled forward into an existing changeove...
ESC-003	Two of five packers absent — despatch cut-off at risk	Degraded	0	2	response ✓ · resolution ✓	Two hours of overtime approved for three packers on the day; despatch cleared with 40 min...
ESC-002	Interlock on the weld cell guard door found defeated	Line stopped	0	1	response ✓ · resolution ✓	Tape removed and the interlock tested by the controls engineer the same morning. Interloc...
ESC-001	Outfeed conveyor drive motor burnt out — line stopped	Line stopped	0	2	response ✓ · resolution ✓	Hire motor collected the same afternoon and fitted by the evening shift; line ran the fol...
Average of the 5 shown			0.0	2.0	targets 1 / 5 days	

Escalation register

REF	RAISED	TIME	AREA	RAISED BY	CATEGORY	SUMMARY	IMPACT	FROM	TO	OWNER AT TIER	RESP. DUE	RESPONDED	RES. DUE	RESOLVED	STATUS	RESPONSE DAYS	RESC
ESC-001	2026-03-24	06:55	Assembly line 2	Cell leader, line 2	Equipment	Outfeed conveyor drive motor burnt out — line stopped	Line stopped	T1 cell	T2 area	Area manager — assembly	2026-03-25	2026-03-24	2026-03-29	2026-03-26	Closed	0	
ESC-002	2026-04-19	09:20	Weld cell	Weld cell leader	Safety	Interlock on the weld cell guard door found defeated	Line stopped	T1 cell	T2 area	Area manager — fabrication	2026-04-20	2026-04-19	2026-04-20	2026-04-20	Closed	0	
ESC-003	2026-05-01	07:10	Packing	Packing team leader	People	Two of five packers absent — despatch cut-off at risk	Degraded	T1 cell	T2 area	Area manager — logistics	2026-05-02	2026-05-01	2026-05-06	2026-05-03	Closed	0	

REF	RAISED	TIME	AREA	RAISED BY	CATEGORY	SUMMARY	IMPACT	FROM	TO	OWNER AT TIER	RESP. DUE	RESPONDED	RES. DUE	RESOLVED	STATUS	RESPONSE DAYS	RESC
ESC-004	2026-05-23	11:45	Assembly line 2	Area manager — assembly	Delivery	Customer expedite request conflicts with the frozen build sequence	Degraded	T2 area	T3 plant	Plant manager	2026-05-24	2026-05-23	2026-05-28	2026-05-27	Closed	0	
ESC-005	2026-05-31	13:30	Press shop	Press shop cell leader	Equipment	Press 4 cycling slow — output down about 15%	Degraded	T1 cell	T2 area	Area manager — press	2026-06-01	2026-05-31	2026-06-05	—	De-escalated	0	
ESC-006	2026-06-25	08:05	Machine shop	Machine shop cell leader	Equipment	Coordinate measuring machine calibration lapsed — inspection at risk	At risk	T1 cell	T2 area	Quality manager	2026-06-26	2026-06-25	2026-06-30	2026-06-26	Resolved	0	
ESC-007	2026-07-02	10:40	Paint line	Plant manager	Cost	Booth extraction refurbishment needs capital approval above plant limit	At risk	T3 plant	T4 site	Operations director — group	2026-07-03	2026-07-04	2026-08-17	—	Responded	2	
ESC-008	2026-07-31	07:25	Machine shop	Area manager — machining	Quality	Housings on quality hold pending an engineering concession decision	Degraded	T2 area	T3 plant	Engineering manager	2026-08-01	2026-08-01	2026-08-10	—	Responded	1	
ESC-009	2026-08-03	14:15	Goods-in	Goods-in supervisor	Material	Material certificates missing on a delivery of bar stock	No prod. impact	T1 cell	T2 area	Procurement lead	2026-08-04	2026-08-04	2026-08-10	—	Responded	1	
ESC-010	2026-08-07	06:30	Assembly line 1	Cell leader, line 1	Material	No wiring looms on line — line stopped since first shift	Line stopped	T2 area	T3 plant	Plant manager	2026-08-08	—	2026-08-07	—	Open	0	
ESC-011	2026-08-08	09:50	Assembly line 1	Line 1 quality inspector	Quality	Same connector fault back for the third week running	Degraded	T1 cell	T2 area	Area manager — assembly	2026-08-09	—	2026-08-13	—	Open	0	

Notes

Sample register — replace every escalation with your own before relying on it or circulating it. Two escalations are still awaiting a response; the wiring-loom shortage on line 1 has a line stopped and has already passed its response date, and belongs at the top of the next tier meeting.

This tracker measures the escalations that were written down. The ones solved by a quiet phone call between two supervisors never appear here — and that is usually a good thing, not a gap to be closed by insisting every conversation becomes a record. Response and resolution times are arithmetic on whole dates entered by hand: they cannot tell whether the response was any use, whether the resolution held, or whether the impact recorded was the honest one. Read the numbers as a picture of how the tier system behaves, not as a score for the people in it.