



Complaint Number: 101535

Report 8D

Generated By: Donna Blimkie
Generated On: 30 Nov 2012

I. COMPLAINT INFORMATION

Origination Date	07 Oct 2011		
Sales Name	Neil Muchin	Sales Office	Windsor
Telephone		Fax Number	
Email	Neil.Muchin@scapa.com		
Customer Complaint Ref			
Customer Name	Bron Tapes Nevada		
SAP Customer Number	126844	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9700043318	Invoice Date	23 Sep 2011
- Material	152822	Batch	0000611842
Material Description			
136 WH 44INX60YD MIC 9			

2) Problem Description

The customer received this shipment short, 18 logs of Scapa sku# 152822. Pallets were received with no shrink wrap and logs laying on their sides.

The customer also found out that the shipment was mis-routed by FedEx. The original delivery date to Bron was supposed to be 09/29, but the shipment got switched with another Pro # and the shipment was mis-routed to Indiana, before the mistake was corrected and the freight was re-routed back to Bron.

Actions Requested From The Customer

Locate missing freight. Issue credit if the logs can not be found.

3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received

No

Date

Process Owner

Krystyna DeVries

Team Leader

kdevries

Is Complaint Valid?

Yes

Return The Goods

Dispose The Goods

Comments

1) Analysis

The material has been successfully delivered to the customer. A supplier complaint #20879 has been issued to FedEx to address this lost in transit issue.

Author

Date

2) Root Causes

Material was lost in transit by FedEx.

Author

Krystyna DeVries

Date

19 Oct 2011

3) Possible Solutions

Author

Date

4) Implemented Perm Corrective Actions

A supplier complaint #20879 has been issued to FedEx to address this lost in transit issue.

Author

Krystyna DeVries

Date

19 Oct 2011

Estimated Date

Implementation Date

Validation Date

5) Corrective Actions Validation

A supplier complaint #20879 has been issued to FedEx to address this lost in transit issue.

Author

Krystyna DeVries

Date

19 Oct 2011

6) Preventive Actions

Author

Date

Estimated Date

Implementation Date

Validation Date

7) Review Of Documentation

(a) MSR

Reviewed?

Reference Date

(b) Flow chart, control plan, work inspection instructions

Reviewed?

Reference Date

(c) FMEA

Reviewed?

Reference Date

(d) Customer specification

Reviewed?

Reference Date

8) Congratulate The Team