



Complaint Number: 101075

Report 8D

Generated By: Paola Crepaldi
Generated On: 02 Sep 2011

I. COMPLAINT INFORMATION

Origination Date	31 Aug 2011		
Sales Name	Xavier Zaballos	Sales Office	Barcelona
Telephone		Fax Number	
Email	xavier.zaballos@scapa.com		
Customer Complaint Ref			
Customer Name	Lemitar Ind. E Com. De Produtos		
SAP Customer Number	106689	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9301102976	Invoice Date	30 Mar 2011
- Material	102685	Batch	
Material Description			
2702 Yellow 19mm x 25m Scapa			

2) Problem Description

Quantity declared on the invoice : 600 rolls
Quantity received : 480 rolls
One carton is missing
Actions Requested From The Customer

3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Paola Crepaldi"/>		
Team Leader	<input type="text" value="galosi"/>		
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text"/>
		Dispose The Goods	<input type="text"/>
Comments	<input type="text"/>		

1) Analysis

<input type="text" value="Shipping mistake, we despatched 1 carton less"/>			
Author	<input type="text" value="Giovanni Alosi"/>	Date	<input type="text" value="02 Sep 2011"/>

2) Root Causes

<input type="text" value="Shipping mistake, we despatched 1 carton less"/>			
Author	<input type="text" value="Giovanni Alosi"/>	Date	<input type="text" value="02 Sep 2011"/>

3) Possible Solutions

<input type="text"/>			
Author	<input type="text"/>	Date	<input type="text"/>

4) Implemented Perm Corrective Actions

<input type="text"/>			
Author	<input type="text"/>	Date	<input type="text"/>
Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>		

5) Corrective Actions Validation

<input type="text"/>			
Author	<input type="text"/>	Date	<input type="text"/>

6) Preventive Actions

<input type="text"/>			
Author	<input type="text"/>	Date	<input type="text"/>
Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>		

7) Review Of Documentation

(a) MSR

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

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

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

(c) FMEA

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

(d) Customer specification

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

8) Congratulate The Team