



Complaint Number: 101553

## Report 8D

Generated By: Doug Matthews  
Generated On: 11 Oct 2011

### I. COMPLAINT INFORMATION

Origination Date	07 Oct 2011		
Sales Name	Marvin Hickman	Sales Office	Windsor
Telephone	NULL	Fax Number	NULL
Email	Marvin.Hickman@scapa.com		
Customer Complaint Ref			
Customer Name	Defense Materials Group		
SAP Customer Number	127008	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9700043742	Invoice Date	03 Oct 2011
- Material	163847	Batch	
Material Description			
56 COPET Thermoplastic 2.2mil			

#### 2) Problem Description

The customer recieved one roll, 56" x 250yds that was damaged in transit. The carrier did note the damage on the delivery receipt.

Actions Requested From The Customer

Return or dispose of the log for credit.

#### 3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<div>No</div>				
Date	<div></div>				
Process Owner	<div>Bud Minor</div>				
Team Leader	<div></div>				
Is Complaint Valid?	<div>No</div>	Return The Goods	<div>N/A</div>	Dispose The Goods	<div>N/A</div>
Comments	<div></div>				

1) Analysis

Author	<div></div>	Date	<div></div>
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2) Root Causes

Author	<div></div>	Date	<div></div>
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3) Possible Solutions

Author	<div></div>	Date	<div></div>
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4) Implemented Perm Corrective Actions

Author	<div></div>	Date	<div></div>
Estimated Date	<div></div>	Implementation Date	<div></div>
Validation Date	<div></div>		

5) Corrective Actions Validation

Author	<div></div>	Date	<div></div>
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6) Preventive Actions

Author	<div></div>	Date	<div></div>
Estimated Date	<div></div>	Implementation Date	<div></div>
Validation Date	<div></div>		

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