



Complaint Number: 100269

Report 8D

Generated By: Christine Hulme
Generated On: 21 Jun 2011

I. COMPLAINT INFORMATION

Origination Date	01 Jun 2011		
Sales Name	Daniel Eng	Sales Office	Dunstable
Telephone	+44 (0)1636 821494	Fax Number	+44 (0)1582 478111
Email	daniel.eng@scapa.com		
Customer Complaint Ref			
Customer Name	F Hoffmann-La Roche AG		
SAP Customer Number	134718	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

2) Problem Description

Initial shipment of plasters show a few examples of the top edge of the plaster becoming folded over as attached photos show.

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>		
Date	<input type="text" value="02 Jun 2011"/>		
Process Owner	<input type="text" value="Jon Kitcher"/>		
Team Leader	<input type="text" value="jkitcher"/>		
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

This the first delivery of the proposed new format and was made using an interim solution which involved hand-assembly. The parts were assembled but specifically designed cartons had not arrived at the time the first parts were produced. The cartons have been designed to support the parts so it is likely that the plasters became folded during the period before the final packaging process.

Author	<input type="text" value="Jon Kitcher"/>	Date	<input type="text" value="03 Jun 2011"/>
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2) Root Causes

Likely to be due to packaging not being available at time of assembly of parts.

Author	<input type="text" value="Jon Kitcher"/>	Date	<input type="text" value="03 Jun 2011"/>
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3) Possible Solutions

Do not commence assembly of final stage until packaging is available.

Author	<input type="text" value="Jon Kitcher"/>	Date	<input type="text" value="03 Jun 2011"/>
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4) Implemented Perm Corrective Actions

Clear instruction to be given to assemblers for next requirement. Long term, this process will not be manual so instruction to be included on final process SOP / Item pack.

Author	<input type="text" value="Jon Kitcher"/>	Date	<input type="text" value="03 Jun 2011"/>
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Estimated Date	<input type="text" value="03 Jun 2011"/>	Implementation Date	<input type="text" value="03 Jun 2011"/>
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Validation Date	<input type="text" value="03 Jun 2011"/>
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5) Corrective Actions Validation

To be confirmed by feedback from next delivery of interim-process parts.

Author	<input type="text" value="Jon Kitcher"/>	Date	<input type="text" value="03 Jun 2011"/>
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6) Preventive Actions

Clear instructions to be given to manual assemblers along with example of a part displaying the fault.

Author	Jon Kitcher	Date	03 Jun 2011
Estimated Date	03 Jun 2011	Implementation Date	03 Jun 2011
Validation Date	03 Jun 2011		

7) Review Of Documentation

(a) MSR

Reviewed?	No		
Reference		Date	

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

Reviewed?	No		
Reference		Date	

(c) FMEA

Reviewed?	No		
Reference		Date	

(d) Customer specification

Reviewed?	No		
Reference		Date	

8) Congratulate The Team