



Complaint Number: 100651

## Report 8D

Generated By: Celine Mandon  
Generated On: 07 Jul 2011

### I. COMPLAINT INFORMATION

Origination Date	04 Jul 2011		
Sales Name	Thierry Derome	Sales Office	Mannheim
Telephone	+49 (0)171 3729520	Fax Number	-
Email	thierry.derome@scapa.com		
Customer Complaint Ref			
Customer Name	LEONI Wiring Systems Pitesti S.R.L.		
SAP Customer Number	136090	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200300391	Invoice Date	01 Jul 2011
- Material	125549	Batch	
	Material Description 3510 Black 38mm x 10m Scapa Auto		
- Material	143402	Batch	
	Material Description 3511 Black 50mm x 15m Scapa Auto		
- Material	143530	Batch	0000590732
	Material Description 003S Black G 19mm x 25m Scapa Auto		
- Material	150382	Batch	
	Material Description 216 Black 25mm x 40m DOP Free Auto		

- Material

157669

Batch

Material Description

2702 White 15mm x 25m Scapa Towerp Auto

- Material

125548

Batch

0000587213

Material Description

3510 Black 25mm x 10m Scapa Auto

## 2) Problem Description

VAT must not be invoiced

Actions Requested From The Customer

## 3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<div>No</div>		
Date	<div></div>		
Process Owner	<div>Celine Mandon</div>		
Team Leader	<div>evigneron</div>		
Is Complaint Valid?	<div>Yes</div>	Return The Goods	<div></div>
		Dispose The Goods	<div></div>
Comments	<div></div>		

1) Analysis

A special codification enables to invoice without VAT when Scapa has to deliver in a third country that is not the one where the customer is established.

This parametring has not been entered when the account was created.

Author	<div>Edith Vigneron</div>	Date	<div>07 Jul 2011</div>
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2) Root Causes

Account parametring

Author	<div>Edith Vigneron</div>	Date	<div>07 Jul 2011</div>
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3) Possible Solutions

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

Account parameters corrected.

Author	<div>Celine Mandon</div>	Date	<div>05 Jul 2011</div>
Estimated Date	<div>05 Jul 2011</div>	Implementation Date	<div>05 Jul 2011</div>
Validation Date	<div>05 Jul 2011</div>		

5) Corrective Actions Validation

Author	<div>Edith Vigneron</div>	Date	<div>07 Jul 2011</div>
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6) Preventive Actions

Author		Date	
Estimated Date		Implementation Date	
Validation Date			

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