



Complaint Number: 101151

## Report 8D

Generated By: Shady Kamel

Generated On: 19 Oct 2011

### I. COMPLAINT INFORMATION

Origination Date	07 Sep 2011		
Sales Name		Sales Office	
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	Measurement Specialties		
SAP Customer Number	129069	Customer Order N°	
Customer Part Number	52-0512 and 52-0521		

#### 1) Invoices And Items On Complaint

#### 2) Problem Description

Per customer'e email: "Two quality issues:

-The first quality issue is about part 52-0512

The printing pattern placed to left side. And it is not centered obviously

-The second quality issue is about part 52-0521

There have some dirty on the tape surface when we rive off the release liner layer.

Actions Requested From The Customer

Will use as is - The customer requested that we need to work on a corrective action for the issues

#### 3) Containment Actions

Checked the parts that we have in inventory and we did not see the same problem - Paperwork was on hold by quality to make sure of the implementation of the corrective action before any future runs

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Shady Kamel"/>		
Team Leader	<input type="text"/>		
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

\*The print plates used for this job do not have registration marks on them. This fact makes it hard on the operator to keep the right printing dimensions during the process and on the inspectors to verify if a part is out of spec.

\*The foam material has dirt/contamination on the adhesive side. In our process, we only diecut the material without releasing the liner which means that the issue happened at the raw material supplier's

Author	<input type="text" value="Moe Cherradi"/>	Date	<input type="text" value="29 Sep 2011"/>
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2) Root Causes

<input type="text"/>			
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Author	<input type="text" value="Moe Cherradi"/>	Date	<input type="text" value="29 Sep 2011"/>
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3) Possible Solutions

<input type="text"/>			
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Author	<input type="text"/>	Date	<input type="text"/>
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4) Implemented Perm Corrective Actions

Registration Marks were added to the print plate -- An E.C.R. has been opened to implement the corrective action. (E.C.R.# 11-169)

Will monitor the trend for the contamination on the adhesive and will inform the supplier to check their process.

Author	<input type="text" value="Moe Cherradi"/>	Date	<input type="text" value="29 Sep 2011"/>
Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>		

5) Corrective Actions Validation

ECR was initiated to add registration marks to the print plate for part# 52-0512

Author	<input type="text" value="Shady Kamel"/>	Date	<input type="text" value="29 Sep 2011"/>
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## 6) Preventive Actions

None at this time

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