



Complaint Number: 101125

Report 8D

Generated By: Jayne Jamieson
Generated On: 04 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	07 Sep 2011		
Sales Name		Sales Office	
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	Stokvis Tapes Sverige AB		
SAP Customer Number	100068	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100247480	Invoice Date	24 Aug 2011
- Material	106870	Batch	
Material Description			
5169 Black Log 4.5mm x 1200mm x 15m			

2) Problem Description

We unfortunately have a follow up complaint to 100531 as COA requests are not being picked up and sent at the time of despatch.
Customer has to mail us later requesting copies!

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<div>No</div>		
Date	<div></div>		
Process Owner	<div>Jason Hadfield</div>		
Team Leader	<div>dtaylor</div>		
Is Complaint Valid?	<div>Yes</div>	Return The Goods	<div></div>
		Dispose The Goods	<div></div>
Comments	<div></div>		

1) Analysis

C of A not sent with goods.

Detail not picked up by Warehouse despatch team

Author	<div>Jason Hadfield</div>	Date	<div>15 Sep 2011</div>
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2) Root Causes

Despatch personnel failed to follow the request for a C of A.

Highlights the fact that there is an issue with regards to the validity of some of the instruction comments that are currently present on some of the delivery notes.

Author	<div>Jason Hadfield</div>	Date	<div>15 Sep 2011</div>
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3) Possible Solutions

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

Briefing to all despatch personnel

Team leader & deputy to review Stokvis Sweden orders prior to final despatch.

Shipping team to review paperwork prior to Stokvis Sweden despatch.

Exercise now underway to 'clean' the instruction data that appears on the warehouse paperwork. To improve clarity of all despatch paperwork special instructions.

QA personnel independantly monitoring the despatch orderbook report (VL10) on a daily basis to help determine when CofA requirements occur.

Author	<div>Jason Hadfield</div>	Date	<div>28 Sep 2011</div>
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Estimated Date	<div>28 Sep 2011</div>	Implementation Date	<div>28 Sep 2011</div>
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Validation Date

5) Corrective Actions Validation

proven - checks ongoing

Author Date

6) Preventive Actions

Author Date

Estimated Date Implementation Date

Validation Date

7) Review Of Documentation

(a) MSR

Reviewed?

Reference Date

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

Reviewed?

Reference Date

(c) FMEA

Reviewed?

Reference Date

(d) Customer specification

Reviewed?

Reference Date

8) Congratulate The Team