



Complaint Number: 100119

## Report 8D

Generated By: Paola Crepaldi

Generated On: 18 May 2011

### I. COMPLAINT INFORMATION

Origination Date	16 May 2011		
Sales Name		Sales Office	
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	Lemitar Ind. E Com. De Produtos		
SAP Customer Number	106689	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9301101197	Invoice Date	08 Feb 2011
- Material	163563	Batch	0000560495
Material Description			
1810A Black 19mm x 30m Scapa Lemitar			
- Material	163563	Batch	0000562428
Material Description			
1810A Black 19mm x 30m Scapa Lemitar			

#### 2) Problem Description

Adhesion problem: low adhesion
Actions Requested From The Customer

3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>		
Date	<input type="text" value="17 May 2011"/>		
Process Owner	<input type="text" value="Paola Crepaldi"/>		
Team Leader	<input type="text"/>		
Is Complaint Valid?	<input type="text" value="No"/>	Return The Goods	<input type="text"/>
		Dispose The Goods	<input type="text"/>
Comments	<input type="text"/>		

1) Analysis

See attached file.	
From the analisys done on our samples and from the samples received from Lemitar, all the values found are in our spec.	
Author	<input type="text" value="Stefano Roncarolo"/>
Date	<input type="text" value="18 May 2011"/>

2) Root Causes

<input type="text"/>	
Author	<input type="text"/>
Date	<input type="text"/>

3) Possible Solutions

<input type="text"/>	
Author	<input type="text"/>
Date	<input type="text"/>

4) Implemented Perm Corrective Actions

<input type="text"/>	
Author	<input type="text"/>
Date	<input type="text"/>
Estimated Date	<input type="text"/>
Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>

5) Corrective Actions Validation

<input type="text"/>	
Author	<input type="text"/>
Date	<input type="text"/>

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