



Complaint Number: 101133

Report 8D

Generated By: Lynn Cartwright
Generated On: 14 Sep 2011

I. COMPLAINT INFORMATION

Origination Date	05 Sep 2011		
Sales Name	Martin Becker-Cable	Sales Office	Mannheim
Telephone	0049 4106 762636	Fax Number	0049 4106 626336
Email	martin.becker@scapa.com		
Customer Complaint Ref			
Customer Name	ABB AB		
SAP Customer Number	105303	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

2) Problem Description

Late arrival of test cert. Received 1 day after delivery.

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Lynn Cartwright"/>		
Team Leader	<input type="text" value="pward"/>		
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 customer is complaining in respect of Scapa CT50/113 black 70mm x 560-600mm OD (item 137395) due to the CoA arriving late, after delivery of the associated goods. The concern relates to Scapa Order 562071/10 for 142 coils, which were received by the customer on 02/08/2011. Scapa issued CoA numbers 7712a and 7712b for this consignment on 04/08/2011. Therefore, late issue & receipt of CoA on this occasion is confirmed.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text"/>
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2) Root Causes

The belated issue of CoA numbers 7712a and 7712b was due to the production paperwork not being forwarded by Production to Quality to permit creation and issue the CoA on this occasion.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="12 Sep 2011"/>
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3) Possible Solutions

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

1. Communication of concern within Scapa: Concern logged on Scapa Complaints system and alerted to Production and Quality Teams at site Complaints meeting.
2. Production Operatives have been refreshed to provide relevant paperwork to Quality, to permit creation and issue of CoA prior to delivery of goods to ABB.
3. Production to provide Quality with list of orders for each weeks manufacture. Quality can then identify when orders for ABB are due, and track receipt of paperwork from Production to enable creation and issue of CoA to suit – as an interim activity.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="12 Sep 2011"/>
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Estimated Date	<input type="text" value="12 Sep 2011"/>	Implementation Date	<input type="text" value="12 Sep 2011"/>
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Validation Date	<input type="text" value="12 Sep 2011"/>
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5) Corrective Actions Validation

Production to provide Quality with list of orders for each weeks manufacture. Quality can then cross check and track any orders/dispatches for ABB and verify CoA are issued to suit, as an interim activity.
This interim activity has been implemented from week commencing 12/09/2011, until Scapa is satisfied the system is robust and issue of CoA is timely.

Author	Philip Ward	Date	12 Sep 2011
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6) Preventive Actions

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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