



Complaint Number: 101579

Report 8D

Generated By: Celine Mandon
Generated On: 17 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	13 Oct 2011		
Sales Name		Sales Office	
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	MOLEX Sp. z.o.o.		
SAP Customer Number	132639	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200306936	Invoice Date	06 Oct 2011
- Material	147582	Batch	0000586674
Material Description			
1837 Black 19mm x 30m Scapa Auto			

2) Problem Description

Out of shelf-life (batch 0000586674 from 24/05/11)
Actions Requested From The Customer

3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Celine Mandon"/>		
Team Leader	<input type="text" value="galosi"/>		
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

Shipping mistake.
Unfortunately the shelf-life is NOT managed directly by SAP in shipping phase, so the issue is managed manually relying only at the warehouse operator's sensibility, but this is can't be a secure method in order to avoid same mistake in the future....
We already informed R. Symes in order to set the quality module in SAP also in Europe like in SNA.

Author	<input type="text" value="Giovanni Alosi"/>	Date	<input type="text" value="14 Oct 2011"/>
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2) Root Causes

<input type="text"/>			
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Author	<input type="text" value="Giovanni Alosi"/>	Date	<input type="text" value="14 Oct 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

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