



Complaint Number: 101365

Report 8D

Generated By: Julie Greaves
Generated On: 28 Sep 2011

I. COMPLAINT INFORMATION

Origination Date	23 Sep 2011		
Sales Name	Andrew Sampson	Sales Office	Ashton
Telephone	+44 (0)161 301 7400	Fax Number	+44 (0)161 301 7445
Email	andrew.sampson@scapa.com		
Customer Complaint Ref			
Customer Name	Nu-Pax Limited		
SAP Customer Number	100005	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

2) Problem Description

Item no. 103075 19mm x 33M Black 2702

Weights on labels are incorrect.

The carton weighs 4.5kg gross.

Label says 10.84 gross and 9.84 net.

(photograph attached)

Actions Requested From The Customer

Why has this happened?

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<div>No</div>		
Date	<div></div>		
Process Owner	<div>Raffaello Carnio</div>		
Team Leader	<div>rcarnio</div>		
Is Complaint Valid?	<div>Yes</div>	Return The Goods	<div></div>
		Dispose The Goods	<div></div>
Comments	<div></div>		

1) Analysis

<div>Wrong label on carton</div>			
Author	<div>Raffaello Carnio</div>	Date	<div>28 Sep 2011</div>

2) Root Causes

<div>wrong data on the material master</div>			
Author	<div>Raffaello Carnio</div>	Date	<div>28 Sep 2011</div>

3) Possible Solutions

<div></div>			
Author	<div></div>	Date	<div></div>

4) Implemented Perm Corrective Actions

<div>Data amended on the system</div>			
Author	<div>Raffaello Carnio</div>	Date	<div>28 Sep 2011</div>
Estimated Date	<div>28 Sep 2011</div>	Implementation Date	<div>28 Sep 2011</div>
Validation Date	<div>28 Sep 2011</div>		

5) Corrective Actions Validation

<div>New label printed and OK</div>			
Author	<div>Raffaello Carnio</div>	Date	<div>28 Sep 2011</div>

6) Preventive Actions

<div></div>			
Author	<div></div>	Date	<div></div>
Estimated Date	<div></div>	Implementation Date	<div></div>
Validation Date	<div></div>		

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