



Complaint Number: 100451

## Report 8D

Generated By: Paola Baglione  
Generated On: 21 Jun 2011

### I. COMPLAINT INFORMATION

Origination Date	15 Jun 2011		
Sales Name		Sales Office	
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	Sews-Cabind Poland		
SAP Customer Number	104745	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9301104988	Invoice Date	08 Jun 2011
- Material	117931	Batch	0000586943
Material Description			
580 White 19mm x 25m 4159			

#### 2) Problem Description

Delivery note n. 81043962 dated 07/06/2011  
invoiced rolls 256;  
received rolls 64.  
The customer asks for the goods or a credit note.

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="Paola Baglione"/>		
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

<input type="text" value="Shipping mistake"/>			
Author	<input type="text" value="Giovanni Alosi"/>	Date	<input type="text" value="20 Jun 2011"/>

2) Root Causes

<input type="text" value="Shipping mistake"/>			
Author	<input type="text" value="Giovanni Alosi"/>	Date	<input type="text" value="20 Jun 2011"/>

3) Possible Solutions

<input type="text" value="We have despatched the missing quantity with the manual document number 798 dated 20/06/2011 (DHL tracking number JJD000298356674000262)"/>			
Author	<input type="text" value="Giovanni Alosi"/>	Date	<input type="text" value="20 Jun 2011"/>

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

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

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