



Complaint Number: 100095

## Report 8D

Generated By: Paola Crepaldi  
Generated On: 23 May 2011

### I. COMPLAINT INFORMATION

Origination Date	16 May 2011		
Sales Name		Sales Office	
Telephone		Fax Number	
Email			
Customer Complaint Ref	Sumidenso		
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	9301102119	Invoice Date	07 Mar 2011
- Material	163562	Batch	
Material Description			
003 Black G 19mm x 25m Scapa Lemitar			

#### 2) Problem Description

003 Sumidenso is claiming because workers are complaining that is needed more strength to unwind the roll.

Below you will find quantity per batch where we identified the problem.

Batch 566371= 13.200m

Batch 566372 = 9.600m

Batch 566373 = 9.600m

Total = 32.400m

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>		
Date	<input type="text" value="23 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

All the samples received and all the samples in our laboratory stock were tested.

The tests have been done according to FIAT 9.55366 spec.

Here attached you can find the results of the tests.

Also for the unwind force, we didn't found any problem according to FIAT spec, because the variations of load are within the specified limits (003 is <= 2 N/cm between the highest and the lowest value).

Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="23 May 2011"/>
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2) Root Causes

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