



Complaint Number: 100489

Report 8D

Generated By: Celine Mandon
Generated On: 25 Jul 2011

I. COMPLAINT INFORMATION

Origination Date	17 Jun 2011		
Sales Name		Sales Office	Valence
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	Fondation AMIPI LM - Bernard Vendre		
SAP Customer Number	109075	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200287665	Invoice Date	04 Feb 2011
- Material	157669	Batch	
Material Description			
2702 Blanc 15mm x 25m Scapa Towerp Auto			

2) Problem Description

doesn't stick correctly

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="21 Jul 2011"/>		
Process Owner	<input type="text" value="Celine Mandon"/>		
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 values tested on the samples received are in our spec.	
SEE THE ATTACHED FILE	
Author	<input type="text" value="Stefano Roncarolo"/>
Date	<input type="text" value="22 Jul 2011"/>

2) Root Causes

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

3) Possible Solutions

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

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

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