



Complaint Number: 100369

Report 8D

Generated By: Paola Crepaldi
Generated On: 22 Jul 2011

I. COMPLAINT INFORMATION

Origination Date	09 Jun 2011		
Sales Name	Jean-Philippe Dupont-Automotive	Sales Office	Valence
Telephone	+33 4 75 44 80 00	Fax Number	+33 4 75 44 80 55
Email	jean-philippe.dupont@scapa.com		
Customer Complaint Ref			
Customer Name	DELPHI Automotive System Ltd. Sti		
SAP Customer Number	126493	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

2) Problem Description

Additional freight and prepaid costs the customer had to pay due to late deliveries of 3139W (827€) in 2010.
These cost are extra costs which are charged to the customer when air shipments for backlog parts are arranged.
In case of standard FCA delivery, the Customer would have to pay only the customs duties without these additional costs.
130€ of the total are related to one direct delivery made from VAL

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 Crepaldi"/>		
Team Leader	<input type="text"/>		
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

Additional costs the customer had to pay due to our delay: we had to ship directly by express courier to recover the backlog for 3139W and one line for tape 205 because we missed the standard delivery to the platform.

Here is customer's explanation of what "Prepaid Shipment Cost" are:

"This cost is occur after each air shipment. Even you pay the airfreight cost we still need to pay this cost to bring the parts from airport to plant.

Ordino fee, warehousing fee, custom broker fee, overtime fee and domestic transportation fee are totally calling as prepaid shipment cost"

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2) Root Causes

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3) Possible Solutions

Author	<input type="text"/>	Date	<input type="text"/>
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4) Implemented Perm Corrective Actions

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

Author		Date	

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