



Complaint Number: 100073

Report 8D

Generated By: Celine Mandon
Generated On: 24 Jun 2011

I. COMPLAINT INFORMATION

Origination Date	11 May 2011		
Sales Name		Sales Office	Valence
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	Fondation AMIPI T - Bernard Vendre		
SAP Customer Number	109077	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200290211	Invoice Date	08 Mar 2011
- Material	160158	Batch	0000566091
Material Description			
1820 Noir 19mm x 30m Scapa Auto			

(b) SAP Invoice Number	9200290890	Invoice Date	15 Mar 2011
- Material	160158	Batch	0000568645
Material Description			
1820 Noir 19mm x 30m Scapa Auto			

2) Problem Description

Le ruban se décolle

Actions Requested From The Customer

Tri demandé au fournisseur
Garantir la conformité du produit
Analyse des causes
Plan d'action correctif sous 24 h
Demande remplacement des pièces

3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>		
Date	<input type="text" value="29 May 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 of the tests made on the rolls received are in our spec.

All the test made on harnessing are OK.

See the attached doc.

Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="10 Jun 2011"/>
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2) Root Causes

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