



Complaint Number: 100443

## Report 8D

Generated By: Celine Mandon

Generated On: 05 Aug 2011

### I. COMPLAINT INFORMATION

Origination Date	15 Jun 2011		
Sales Name		Sales Office	Valence
Telephone		Fax Number	
Email			
Customer Complaint Ref	11.50.008+11.50.009		
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	9200291649	Invoice Date	22 Mar 2011
- Material	163320	Batch	0000571194
Material Description			
1840 Noir 19mm x 30m Scapa Auto			
(b) SAP Invoice Number	9200292682	Invoice Date	04 Apr 2011
- Material	163320	Batch	0000571194
Material Description			
1840 Noir 19mm x 30m Scapa Auto			
- Material	163320	Batch	0000571194
Material Description			
1840 Noir 19mm x 30m Scapa Auto			

(c) SAP Invoice Number	9200293231	Invoice Date	08 Apr 2011
- Material	163320	Batch	0000571194
Material Description			
1840 Noir 19mm x 30m Scapa Auto			

(d) SAP Invoice Number	9200295767	Invoice Date	10 May 2011
- Material	163398	Batch	0000580751
Material Description			
1840 Noir 19mm x 15m Scapa Auto			

## 2) Problem Description

- Unsticks after less than 3 hours (see joint documents).
- Update 28/06/11: improved version used to secure the harnesses, see the mail

Actions Requested From The Customer

## 3) Containment Actions

Sorting out by Trigo

## II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Angelo Leone"/>		
Team Leader	<input type="text" value="aleone"/>		
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

Flagging on harness			
Author	<input type="text" value="Angelo Leone"/>	Date	<input type="text" value="25 Jul 2011"/>

### 2) Root Causes

<p>The product even pass and fullfill all the OEM specifications show problems in terms of flagging time to time to the customer on real applications.</p> <p>If it is not applied in properly way (pollution by hands, particular shape of harness, small harness..) could generate problems of flagging</p> <p>This is a limit for this product and it has been decide to stop the sales with this design.</p>			
Author	<input type="text" value="Angelo Leone"/>	Date	<input type="text" value="25 Jul 2011"/>

### 3) Possible Solutions

Re-design of the product			
Author	<input type="text" value="Angelo Leone"/>	Date	<input type="text" value="18 Jul 2011"/>

### 4) Implemented Perm Corrective Actions

Re-design of the product			
Author	<input type="text" value="Angelo Leone"/>	Date	<input type="text" value="18 Jul 2011"/>
Estimated Date	<input type="text" value="31 Jul 2012"/>	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