



Complaint Number: 101673

Report 8D

Generated By: Paola Crepaldi
Generated On: 21 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	21 Oct 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	Yazaki Wiring Technologies Turkey		
SAP Customer Number	132460	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9301107741	Invoice Date	21 Sep 2011
- Material	135922	Batch	
Material Description			
3139W Black 50mm x 25m Scapa			

2) Problem Description

The customer ordered ode 135922 4.000mtr but he received 4.000mtr of code 135920 never ordered.

Actions Requested From The Customer

Returning the wrong material because not used.

The correct product already sent under invoice 9301108411.

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="Giovanni Alosi"/>				
Team Leader	<input type="text" value="galosi"/>				
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text" value="Yes"/>	Dispose The Goods	<input type="text" value="No"/>
Comments	<input type="text"/>				

1) Analysis

<input type="text" value="Shipping mistake due a wrong storage location in warehouse"/>			
Author	<input type="text" value="Giovanni Alosi"/>	Date	<input type="text" value="21 Oct 2011"/>

2) Root Causes

<input type="text" value="Shipping mistake due a wrong storage location in warehouse"/>			
Author	<input type="text" value="Giovanni Alosi"/>	Date	<input type="text" value="21 Oct 2011"/>

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

<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"/>		

7) Review Of Documentation

(a) MSR

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

(b) Flow chart, control plan, work inspection instructions

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

(c) FMEA

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

(d) Customer specification

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

8) Congratulate The Team