



Complaint Number: 100617

Report 8D

Generated By: Celine Mandon
Generated On: 01 Jul 2011

I. COMPLAINT INFORMATION

Origination Date	07 Jun 2011		
Sales Name	Jean-Philippe Dupont-Automotive	Sales Office	Valence
Telephone	+33 (0)4 75 44 80 00	Fax Number	+33 (0)4 75 44 80 55
Email	jean-philippe.dupont@scapa.com		
Customer Complaint Ref			
Customer Name	Yazaki Saltano de Ovar P.E., Ida (Y		
SAP Customer Number	117586	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200296579	Invoice Date	18 May 2011
- Material	139108	Batch	583907
Material Description			
9111 Chamois 19mm x 50m 8384			
(b) SAP Invoice Number	9200298332	Invoice Date	08 Jun 2011
- Material	139108	Batch	0000589736
Material Description			
9111 Chamois 19mm x 50m 8384			

2) Problem Description

invoiced 17€/1000m instead of 15€
Actions Requested From The Customer

3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Celine Mandon"/>		
Team Leader	<input type="text" value="evigneron"/>		
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

<input type="text" value="The cutomer had a price from 2009"/>	
Author	<input type="text" value="Edith Vigneron"/>
Date	<input type="text" value="30 Jun 2011"/>

2) Root Causes

<input type="text" value="Reference 9111 not in the price list. The price of another one has been used (9080S)."/>	
Author	<input type="text" value="Edith Vigneron"/>
Date	<input type="text" value="30 Jun 2011"/>

3) Possible Solutions

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

4) Implemented Perm Corrective Actions

<input type="text" value="New price and alternative products communicated by the sales manager."/>	
<input type="text" value="Next order of 9111 will be validated only with the agreement of the sales manager and the customer."/>	
Author	<input type="text" value="Edith Vigneron"/>
Date	<input type="text" value="30 Jun 2011"/>
Estimated Date	<input type="text"/>
Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>

5) Corrective Actions Validation

<input type="text" value="See next order"/>	
Author	<input type="text" value="Edith Vigneron"/>
Date	<input type="text" value="30 Jun 2011"/>

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