



Complaint Number: 101547

## Report 8D

Generated By: Lynn Cartwright  
Generated On: 08 Nov 2011

### I. COMPLAINT INFORMATION

Origination Date	10 Oct 2011		
Sales Name	Scapa Interco	Sales Office	
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	Scapa (Shanghai) Int Trading Co Ltd		
SAP Customer Number	126495	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100245738	Invoice Date	13 Jul 2011
- Material	105752	Batch	
Material Description			
3099 Black Log 9mm x 1180mm x 8m			

#### 2) Problem Description

Out of a consignment of 40 logs, 1 log had a thickness of 6mm instead of 9mm.

##### Actions Requested From The Customer

Can 1 log be sent on the next shipment (3099 Black Log 9mm x 1180mm x 8m)

#### 3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	No		
Date			
Process Owner	Lynn Cartwright		
Team Leader	dataylor		
Is Complaint Valid?	Yes	Return The Goods	Dispose The Goods
Comments	apologies on error.		

1) Analysis

wrong item picked.			
Author	Dave Taylor [Not In Use]	Date	07 Nov 2011

2) Root Causes

wrong item picked.			
Author	David Taylor	Date	07 Nov 2011

3) Possible Solutions

Author		Date	

4) Implemented Perm Corrective Actions

all orders to be checked before snding out.			
Author	David Taylor	Date	07 Nov 2011
Estimated Date	07 Nov 2011	Implementation Date	07 Nov 2011
Validation Date	07 Nov 2011		

5) Corrective Actions Validation

checking procedure put in place.			
Author	David Taylor	Date	07 Nov 2011

6) Preventive Actions

Author		Date	
Estimated Date		Implementation Date	
Validation Date			

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