



Complaint Number: 100131

Report 8D

Generated By: Celine Mandon

Generated On: 27 May 2011

I. COMPLAINT INFORMATION

Origination Date	11 May 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	9200265288	Invoice Date	19 Apr 2010
- Material	114832	Batch	
Material Description			
3370 Noir 19mm x 25m 2400lm			

2) Problem Description

minimum value of an order has been invoiced

Actions Requested From The Customer

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="Edith Vigneron"/>		
Team Leader	<input type="text" value="cmandon"/>		
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

Accounts have a parameter to count /complete orders with a variable value when orders do not reach 300 or 500 euros.

Automotive accounts do not have this parameter in general.

For this small order for Yazaki Portugal, the parameter is with MOV block and additional value to reach minimum order value.

Author	<input type="text" value="Edith Vigneron"/>	Date	<input type="text" value="24 May 2011"/>
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2) Root Causes

Parameter of account to be checked

Author	<input type="text" value="Edith Vigneron"/>	Date	<input type="text" value="24 May 2011"/>
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3) Possible Solutions

Author	<input type="text"/>	Date	<input type="text"/>
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4) Implemented Perm Corrective Actions

Vérifier avec Nadia le paramétrage de ce compte

Author	<input type="text" value="Edith Vigneron"/>	Date	<input type="text" value="24 May 2011"/>
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Estimated Date	<input type="text" value="30 May 2011"/>	Implementation Date	<input type="text" value="30 May 2011"/>
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Validation Date	<input type="text" value="30 May 2011"/>
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5) Corrective Actions Validation

Vérification du compte

Author	<input type="text" value="Edith Vigneron"/>	Date	<input type="text" value="24 May 2011"/>
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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