



Complaint Number: 101383

Report 8D

Generated By: Norbert Palisse
Generated On: 24 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	27 Sep 2011		
Sales Name		Sales Office	
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	Oberthur Technologies India Pvt Ltd		
SAP Customer Number	134399	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

2) Problem Description

During process, customer found 1 roll of dented core.

Actions Requested From The Customer

request complete report and necessary corrective action.

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>				
Date	<input type="text" value="27 Sep 2011"/>				
Process Owner	<input type="text" value="CY Tang"/>				
Team Leader	<input type="text" value="pberanger"/>				
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text" value="No"/>	Dispose The Goods	<input type="text" value="Yes"/>
Comments	<input type="text"/>				

1) Analysis

<input type="text" value="Photo of the record showing a deformed roll core after shock"/>			
Author	<input type="text" value="Philippe Beranger"/>	Date	<input type="text" value="13 Oct 2011"/>

2) Root Causes

<input type="text" value="The cardboard fell in the shipping. the shock wave distorted the core to the roll."/>			
Author	<input type="text" value="Philippe Beranger"/>	Date	<input type="text" value="13 Oct 2011"/>

3) Possible Solutions

<input type="text" value="Change the packaging, a working group has selected a new board avoiding contact with the wall of the roll of cardboard to prevent the spread of a shock wave."/>			
Author	<input type="text" value="Philippe Beranger"/>	Date	<input type="text" value="13 Oct 2011"/>

4) Implemented Perm Corrective Actions

<input type="text" value="Use of new packaging cartons"/>			
Author	<input type="text" value="Philippe Beranger"/>	Date	<input type="text" value="13 Oct 2011"/>
Estimated Date	<input type="text" value="13 Oct 2011"/>	Implementation Date	<input type="text" value="30 Nov 2011"/>
Validation Date	<input type="text" value="15 Dec 2011"/>		

5) Corrective Actions Validation

<input type="text" value="Drop Test for reception of new boxes"/>			
Author	<input type="text" value="Philippe Beranger"/>	Date	<input type="text" value="13 Oct 2011"/>

6) Preventive Actions

<input type="text" value="Special instructions for shipping carton, including indiviuel circle the package on a pallet"/>			
Author	<input type="text" value="Philippe Beranger"/>	Date	<input type="text" value="13 Oct 2011"/>
Estimated Date	<input type="text" value="13 Oct 2011"/>	Implementation Date	<input type="text" value="13 Oct 2011"/>

Validation Date

13 Oct 2011

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