



Complaint Number: 100531

Report 8D

Generated By: Roy Shawdale
Generated On: 27 Jun 2011

I. COMPLAINT INFORMATION

Origination Date	22 Jun 2011		
Sales Name		Sales Office	Ashton
Telephone		Fax Number	+44 (0) 161 301 7445
Email			
Customer Complaint Ref	FH110621		
Customer Name	Stokvis Tapes Sverige AB		
SAP Customer Number	100068	Customer Order N°	32060 & 32369
Customer Part Number	KS51694.5MM		

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100243808	Invoice Date	01 Jun 2011
- Material	106870	Batch	
Material Description			
5169 Black Log 4.5mm x 1200mm x 15m			
(b) SAP Invoice Number	9100244156	Invoice Date	08 Jun 2011
- Material	106870	Batch	
Material Description			
5169 Black Log 4.5mm x 1200mm x 15m			

2) Problem Description

Missing CoA (certificate of conformity) regarding adhesion. Stokvis require that each batch of tape shall have a CoA attached in shipment. This is stated on our purchase order.

The material must be quarantined until we receive the CoA with the requested data. At this stage no economic claim is done.

The material arrived to us June 9 and 21, so this fault have now happened a couple of times, and must be corrected! Please come back to us with your 8D-report addressing this problem.

Actions Requested From The Customer

We need to assure Stokvis Sweden that future COA & COC requests that appear on the system are supplied at the time of despatch and they will not have to ask for them later.

3) Containment Actions

Adrian Mancell has already provided the COA for PO32060 (9/6/2011) & will provide the COA for 32369 on the 22/6/2011

A meetin has already taken place with Paul Rochford / Terry / Jayne discussing this point but we do not seem to have improved the situation.

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Roy Shawdale"/>		
Team Leader	<input type="text" value="dtaylor"/>		
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

CofA request not picked up by Warehouse despatch team on the shipping note text.

Author	<input type="text" value="Jason Hadfield"/>	Date	<input type="text" value="23 Jun 2011"/>
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2) Root Causes

CofA request not picked up by Warehouse despatch team. This was due to the lack of attention on behalf of the picker but was not helped by the lack of prominence of the request within the shipping instruction.

Author	<input type="text" value="Jason Hadfield"/>	Date	<input type="text" value="23 Jun 2011"/>
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3) Possible Solutions

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

Dave Taylor has this morning liaised with Roy Shawdale to have the text area field 'cleaned' up to make the CofA request line more prominent (currently it's one of 8 instructions and combined with a lack of attention has been missed because of an assumption that all the Shipping note instructions were the same for all the products on the dispatch).

As a 'belt & braces' action Dave Taylor(and Steve Hudson in his absence) will perform a secondary check for all future Sweden dispatches to check for the presence of actual CofA paper work for the relevant products.

Author	<input type="text" value="Jason Hadfield"/>	Date	<input type="text" value="23 Jun 2011"/>
Estimated Date	<input type="text" value="23 Jun 2011"/>	Implementation Date	<input type="text" value="23 Jun 2011"/>
Validation Date	<input type="text"/>		

5) Corrective Actions Validation

not done yet

Author	<input type="text" value="Jason Hadfield"/>	Date	<input type="text" value="23 Jun 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