



Complaint Number: 100139

Report 8D

Generated By: Christine Hulme
Generated On: 01 Jun 2011

I. COMPLAINT INFORMATION

Origination Date	19 May 2011		
Sales Name	Daniel Ephgrave	Sales Office	Dunstable
Telephone	+44 1582 474 655	Fax Number	
Email	daniel.ephgrave@scapa.com		
Customer Complaint Ref			
Customer Name	Given Imaging Ltd		
SAP Customer Number	116096	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100242120	Invoice Date	26 Apr 2011
- Material	140432	Batch	
Material Description			
ASM-0057-01 5 Pk Sleeve			

2) Problem Description

The labels of the item are wrong. The caption states "ASM-0056-01" instead of "ASM-0057-01"

Actions Requested From The Customer

corrective actions

3) Containment Actions

Customer care asked the customer if we can supply labels with correct information to them for applying.

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Simon Pearce"/>		
Team Leader	<input type="text" value="spearce"/>		
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 "5="" "packs="" 5="" 8="" been="" for="" have="" of="" pack="" pockets"="" spare="" the="" type="text" used="" value="From the photographs supplied it seems that labels for the "/>	
Author	<input type="text" value="Simon Pearce"/>
Date	<input type="text" value="23 May 2011"/>

2) Root Causes

<input type="text" value="When packing these pouches ,the wrong labels were used by the operators.45 packs were labelled up incorrectly. The 5 pack of 8 labels were left over from a previous job."/>	
Author	<input type="text" value="Simon Pearce"/>
Date	<input type="text" value="23 May 2011"/>

3) Possible Solutions

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

4) Implemented Perm Corrective Actions

<input type="text" value="Replacement labels were sent to the customer."/>	
<input type="text" value="labels from the previous jobs to be removed from the cleanroom or thrown away before the next packing job is started.Operators to be briefed on this complaint."/>	
Author	<input type="text" value="Simon Pearce"/>
Date	<input type="text" value="23 May 2011"/>
Estimated Date	<input type="text" value="24 May 2011"/>
Implementation Date	<input type="text" value="24 May 2011"/>
Validation Date	<input type="text"/>

5) Corrective Actions Validation

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

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