



Complaint Number: 100733

# Report 8D

Generated By: Celine Mandon

Generated On: 24 Aug 2011

## I. COMPLAINT INFORMATION

Origination Date	30 Jun 2011		
Sales Name	Igor Nuncic	Sales Office	Mannheim
Telephone	+386 34915270	Fax Number	+386 34915271
Email	igor.nuncic@scapa.com		
Customer Complaint Ref			
Customer Name	Yazaki Bulgaria EOOD		
SAP Customer Number	123450	Customer Order N°	
Customer Part Number			

### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200299280	Invoice Date	17 Jun 2011
- Material	135922	Batch	
Material Description			
3139W Black 50mm x 25m Scapa			
(b) SAP Invoice Number	9200299883	Invoice Date	24 Jun 2011
- Material	135922	Batch	
Material Description			
3139W Black 50mm x 25m Scapa			

### 2) Problem Description

4 missing boxes (2 on week 26 and 2 on week 27)
Actions Requested From The Customer

3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received

No

Date

Process Owner

Edith Vigneron

Team Leader

Is Complaint Valid?

No

Return The Goods

Dispose The Goods

Comments

We have investigated the stocks twice with each query and found no variance. We can only conclude the goods were shipped.  
Yazakis agent Schenkers in Germany signed for the POD as goods arriving in good condition.  
Suggest investigate how pallet arrived at Yazaki from Schenkers and decision to credit made at commercial level

1) Analysis

customer advises non receipt of 4 cartons over 2 different shipments.  
A thorough stock check was done and stocks are correct. A POD was obtained and this was signed for as clean.  
We cannot show the number of carton on the POD but will attached a packing list to the pallet for future shipments

Author

Claire Bradbury

Date

20 Jul 2011

2) Root Causes

Author

Date

3) Possible Solutions

Author

Date

4) Implemented Perm Corrective Actions

Author

Date

Estimated Date

Implementation Date

Validation Date

5) Corrective Actions Validation

Author

Date

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