



Complaint Number: 101227

# Report 8D

Generated By: Celine Mandon

Generated On: 21 Sep 2011

## I. COMPLAINT INFORMATION

Origination Date	25 Sep 2011		
Sales Name	Thierry Derome	Sales Office	Mannheim
Telephone	+49 (0)171 3729520	Fax Number	-
Email	thierry.derome@scapa.com		
Customer Complaint Ref			
Customer Name	Yazaki Morocco, S.A.		
SAP Customer Number	117587	Customer Order N°	
Customer Part Number			

### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200294288	Invoice Date	20 Apr 2011
- Material	135801	Batch	
Material Description			
2702 Noir 25mm x 33m Scapa Tower Auto			

### 2) Problem Description

Late delivery cost
Actions Requested From The Customer

### 3) Containment Actions

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## II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Celine Mandon"/>		
Team Leader	<input type="text" value="galosi"/>		
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text"/>
		Dispose The Goods	<input type="text"/>
Comments			
* Scapa France will pay this amount of 179 EUR to Yazaki			
* Scapa France should create a debit note to Scapa Italia			
* Scapa Italia will create a debit note to Gefco Italia.			

### 1) Analysis

Delay caused by the forwarder GEFCO			
Author	<input type="text" value="Giovanni Alosi"/>	Date	<input type="text" value="21 Sep 2011"/>

### 2) Root Causes

Delay caused by the forwarder GEFCO			
Author	<input type="text" value="Giovanni Alosi"/>	Date	<input type="text" value="21 Sep 2011"/>

### 3) Possible Solutions

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

### 4) Implemented Perm Corrective Actions

Author	<input type="text"/>	Date	<input type="text"/>
Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>		

### 5) Corrective Actions Validation

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