



Complaint Number: 100677

## Report 8D

Generated By: Anna Vaudano  
Generated On: 07 Jul 2011

### I. COMPLAINT INFORMATION

Origination Date	06 Jul 2011		
Sales Name	Thierry Derome	Sales Office	Mannheim
Telephone	+49 (0)171 3729520	Fax Number	-
Email	thierry.derome@scapa.com		
Customer Complaint Ref	E-mail 06.07.2011		
Customer Name	SEWS Maroc Sarl		
SAP Customer Number	125439	Customer Order N°	
Customer Part Number	40192897		

#### 1) Invoices And Items On Complaint

#### 2) Problem Description

Bad smell - see the e-mail attached sent by the customer

Actions Requested From The Customer

#### 3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Anna Vaudano"/>		
Team Leader	<input type="text"/>		
Is Complaint Valid?	<input type="text" value="No"/>	Return The Goods	<input type="text"/>
		Dispose The Goods	<input type="text"/>
Comments	<input type="text"/>		

1) Analysis

<input type="text" value="We don't justify complaint about smell."/>	
<input type="text" value="PPAP and samples were sent in November 2010."/>	
<input type="text" value="No feedback from SEWS although reminders sent in january 2011"/>	
Author	<input type="text" value="Eberhard Sägewitz"/>
Date	<input type="text" value="07 Jul 2011"/>

2) Root Causes

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

3) Possible Solutions

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

4) Implemented Perm Corrective Actions

<input type="text"/>	
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

<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