



N° De Réclamation: 100579

## Rapport 8D

Généré Par: Sylviane Carras  
Généré Le: 01 Jul 2011

### I. COMPLAINT INFORMATION / IDENTIFICATION DE LA RECLAMATION

Date De La Réclamation	27 Jun 2011		
Nom correspondant commercial	Paul Bican	Sales Office (Bureau Commercial)	Valence
Téléphone	+33 (0)4 66 20 00 26	No. Fax	-
Email	paul.bican@scapa.com		
Référence réclamation client			
Nom Du Client	Nexans France Paillart		
Numero De Client SAP	105187	N° Commande Client	
Rfrence Article Client			

#### 1) Factures Et Articles Sur La Réclamation

(a) Numéro De Facture SAP	9200298036	Date De Facture	03 Jun 2011
- Matériel	137461	Lot	
	Description Produit SFR10/103 Nat 30mmx800m&76idx370-400od		
- Matériel	151205	Lot	
	Description Produit SFR10/103 Nat 35mmx800m&76idx370-400od		
- Matériel	137583	Lot	
	Description Produit SFR10/103 Nat 40mmx800m&76idx370-400od		
- Matériel	137461	Lot	
	Description Produit SFR10/103 Nat 30mmx800m&76idx370-400od		

- Matériel

151205

Lot

Description Produit

SFR10/103 Nat 35mmx800m&76idx370-400od

- Matériel

160260

Lot

Description Produit

SFR10/103 Nat 25mmx800m&76idx370-400od

## 2) Description Du Problème Identifié Par Le Client

the weight of boxes are too heavy. infact the boxes are handled manually.  
nexans requires a maximum weight of 35 kgs.  
Moreover Nexans doesn't agree to receive pads which are put on the side of the box.  
This complaint is valid for all widths

Actions demandées au client

## 3) Actions Conservatoires Sur Le Process

## II. EVALUATION ET ACTIONS

Echantillons/Photos Reçus	<input type="text" value="No"/>		
Date	<input type="text"/>		
Responsable Processus	<input type="text" value="Sylviane Carras"/>		
Responsable Action	<input type="text" value="trimmer"/>		
Réclamation justifiée?	<input type="text" value="Yes"/>	Retour marchandise	<input type="text"/>
		Destruction marchandise	<input type="text"/>
Commentaires	<input type="text" value="Copy of TRD684D has been attached to Scapa complaints system as confirmation for this action."/>		

### 1) Analyse

Customer is complaining in respect of SFR10/103 pads due to (a) pads being packed on their side in the individual carton; and (2) individual cartons weighing more than 35kg.  
Photos provided by the customer confirm the concern and have been circulated within Scapa.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="30 Jun 2011"/>
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### 2) Causes

Customer specific instruction TRD684 did not contain these requirements.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="30 Jun 2011"/>
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### 3) Solutions Possibles

Update customer specific instruction TRD684 to state (a) do not pack coils on their side and only pack coils flat; and (b) maximum individual carton weight to be no more than 35kg.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="30 Jun 2011"/>
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### 4) Mise En Place Actions Correctives Permanentes

Customer specific instruction TRD684 was amended to state (a) do not pack coils on their side and only pack coils flat; and (b) maximum individual carton weight to be no more than 35kg. This document was re-issued to Production and will be available for use on the Conversion and Packing plant for SFR 10/103 pads made after 01/07/2011.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="30 Jun 2011"/>
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Date Estimée	<input type="text" value="30 Jun 2011"/>	Date De Mise En Place	<input type="text" value="30 Jun 2011"/>
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Date De Validation	<input type="text" value="30 Jun 2011"/>
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### 5) Validation Des Actions Correctives

Scapa has implemented the above corrective actions.  
Customer specific instruction TRD684 was amended to state (a) do not pack coils on their side and only pack coils flat; and (b) maximum individual carton weight to be no more than 35kg. This document was re-issued to Production and will be available for use on the Conversion and Packing plant for SFR 10/103 pads made after 01/07/2011. Relevant Production Operatives informed verbally by QA & Production Supervision.  
Copy of TRD684 has been attached to Scapa complaints system as confirmation for this action.

Auteur	Philip Ward	Date	30 Jun 2011
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## 6) Actions Préventives

System update: customer specific instruction TRD684 re-issued on 01/07/2011

Other items potentially affected: above corrective action will cover all SFR10/103 pads supplied to Nexans France, converted and packed after 01/07/2011.

Monitoring: QA to random check SFR10/103 packing activity for an interim period.

Auteur	Philip Ward	Date	30 Jun 2011
Date Estimée	30 Jun 2011	Date De Mise En Place	30 Jun 2011
Date De Validation	30 Jun 2011		

## 7) Mise à Jour Documentation

### (a) MSR

Commenté?	No		
Référence		Date	

### (b) Révision logigrammes/plans de surveillance/instructions de fabrication et de contrôle

Commenté?	Yes		
Référence	TRD684	Date	01 Jul 2011

### (c) Révision AMDEC

Commenté?	No		
Référence		Date	

### (d) Spécification client

Commenté?	No		
Référence		Date	

## 8) Félicitations à Toute L'équipe