



Complaint Number: 100281

## Report 8D

Generated By: Seb Houle  
Generated On: 29 Jul 2011

### I. COMPLAINT INFORMATION

Origination Date	02 Jun 2011		
Sales Name	Jamil Hadla	Sales Office	Windsor
Telephone	+1 860 902 8156	Fax Number	+1 860 688 7000
Email	Jamil.Hadla@scapa.com		
Customer Complaint Ref			
Customer Name	Rotunda Na Inc.		
SAP Customer Number	100609	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9700038615	Invoice Date	11 May 2011
- Material	100178	Batch	
Material Description			
2515 Black 25mm x 3m STNA Bulk Pack			

#### 2) Problem Description

Customer refused product due to damage, but did not notify us. UPS returned to Windsor on Thursday June 2nd.

##### Actions Requested From The Customer

Re-ship new product - use same PO#.

Replacement order entered on 6/2 - s/o # 557054.

#### 3) Containment Actions

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## II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>				
Date	<input type="text" value="02 Jun 2011"/>				
Process Owner	<input type="text" value="Seb Houle"/>				
Team Leader	<input type="text" value="shoule"/>				
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text" value="Yes"/>	Dispose The Goods	<input type="text" value="No"/>
Comments	<input type="text"/>				

### 1) Analysis

<input type="text" value="Material was refused by customer for damage, and returned to Windsor as a result. The carrier was UPS."/>			
Author	<input type="text" value="Seb Houle"/>	Date	<input type="text" value="28 Jun 2011"/>

### 2) Root Causes

<input and="" appears="" been="" belt="" caught="" causing="" consignee."="" corregation="" facility="" forwarded="" have="" in="" open.="" package="" re-taped="" sorting="" system="" tear="" to="" type="text" ups="" value="Damage was done in transit by carrier (UPS), root cause as determined by UPS was: " was="" within=""/>			
Author	<input type="text" value="Seb Houle"/>	Date	<input type="text" value="30 Jul 2011"/>

### 3) Possible Solutions

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

### 4) Implemented Perm Corrective Actions

<input "catch="" a="" any="" are="" basis="" belt="" cause="" daily="" damage="" damage."="" facilities="" facility.="" incident="" inspected="" isolated="" maintained="" of="" on="" packaging="" points"="" potential="" repair="" sort="" systems="" that="" to="" type="text" ups="" value="Damage was done in transit by carrier (UPS), root cause as determined by UPS was: " within="" would=""/>			
Author	<input type="text" value="Seb Houle"/>	Date	<input type="text" value="30 Jul 2011"/>
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