



Complaint Number: 101077

## Report 8D

Generated By: Paola Crepaldi  
Generated On: 02 Sep 2011

### I. COMPLAINT INFORMATION

Origination Date	31 Aug 2011		
Sales Name	Xavier Zaballos	Sales Office	Barcelona
Telephone		Fax Number	
Email	xavier.zaballos@scapa.com		
Customer Complaint Ref			
Customer Name	Lemitar Ind. E Com. De Produtos		
SAP Customer Number	106689	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9301104036	Invoice Date	04 May 2011
- Material	118461	Batch	
Material Description			
568 Grey 98mm x 60m 8159			

#### 2) Problem Description

The customer received 1 empty box of tape 568 98mmx60m  
Carton quantity is 2 rolls

Actions Requested From The Customer

#### 3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<div>No</div>		
Date	<div></div>		
Process Owner	<div>Eberhard Sägewitz</div>		
Team Leader	<div>esaegewitz</div>		
Is Complaint Valid?	<div>Yes</div>	Return The Goods	<div></div>
		Dispose The Goods	<div></div>
Comments	<div></div>		

1) Analysis

Author	<div>Eberhard Sägewitz</div>	Date	<div>02 Sep 2011</div>
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2) Root Causes

staff mistake

Author	<div>Eberhard Sägewitz</div>	Date	<div>02 Sep 2011</div>
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3) Possible Solutions

Author	<div></div>	Date	<div></div>
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4) Implemented Perm Corrective Actions

staff training  
process modification

Author	<div>Eberhard Sägewitz</div>	Date	<div>02 Sep 2011</div>
Estimated Date	<div>02 Sep 2011</div>	Implementation Date	<div>02 Sep 2011</div>
Validation Date	<div>02 Sep 2011</div>		

5) Corrective Actions Validation

staff training  
process modification

Author	<div>Eberhard Sägewitz</div>	Date	<div>02 Sep 2011</div>
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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