



Complaint Number: 100315

Report 8D

Generated By: Celine Mandon
Generated On: 21 Jun 2011

I. COMPLAINT INFORMATION

Origination Date	07 Jun 2011		
Sales Name		Sales Office	Valence
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	FILEC PRODUCTION		
SAP Customer Number	109137	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200291403	Invoice Date	18 Mar 2011
- Material	146692	Batch	0000569257
Material Description			
1810A Noir 19mm x 30m Scapa Auto			

2) Problem Description

unsticks. The customer wants the next shipments to be secured.

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>		
Date	<input type="text" value="14 Jun 2011"/>		
Process Owner	<input type="text" value="Celine Mandon"/>		
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

All the values of the Adhesion tests are in our spec. See the attached file.	
The harness made in our laboratory are all OK and don't make flagging.	
See attached file.	
Author	<input type="text" value="Stefano Roncarolo"/>
Date	<input type="text" value="21 Jun 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