



N° De Réclamation: 100917

Rapport 8D

Généré Par: Sylviane Carras

Généré Le: 06 Sep 2011

I. COMPLAINT INFORMATION / IDENTIFICATION DE LA RECLAMATION

Date De La Réclamation	04 Aug 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	Silec cable		
Numero De Client SAP	105194	N° Commande Client	
Rfrence Article Client			

1) Factures Et Articles Sur La Réclamation

(a) Numéro De Facture SAP	9200302739	Date De Facture	02 Aug 2011
- Matériel	139961	Lot	
Description Produit			
2525 Noir 19mm x 4.6m Haute Tension			

2) Description Du Problème Identifié Par Le Client

Silec hasn't received a COA for deliverynote 81059266 : 48 rolls of 2525 in 19mmx4.6m

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="pward"/>		
Réclamation justifiée?	<input type="text" value="Yes"/>	Retour marchandise	<input type="text"/>
		Destruction marchandise	<input type="text"/>
Commentaires	<input type="text"/>		

1) Analyse

The customer is complaining in respect of Scapa 2525 black 19mm x 4.6m due to "Silec hasn't received a CoA for delivery note 81059266: 48 rolls of 2525 in 19mmx4.6m".

Can Scapa please apologise to Silec for the non-receipt of CoA 7711; a replacement copy was provided immediately via email on 04/08/2011 when non-receipt was advised to Scapa Manchester.

The concern relates to CoA number 7711 issued on 02/08/2011, for the above goods that were dispatched from Scapa Ashton on 02/08/2011. This appears to be an isolated incident since Scapa introduce email method for issue of CoA to Silec for 2525 (139961) and 2515 (139960) products.

Scapa recognizes and understands the requirement for prompt issue and receipt of CoA for dispatches made to Silec. If Silec require a replacement CoA for any reason, Scapa will kindly provide CoA immediately on request.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="05 Aug 2011"/>
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2) Causes

Customer has not received CoA number 7711 for the above consignment; a replacement copy was provided immediately via email on 04/08/2011 when non-receipt was advised to Scapa Manchester.

Copy of CoA number 7711 was filed in the record system, following issue on 08/02/2011.

This appears to be an isolated incident since Scapa introduce email method for issue of CoA to Silec for 2525 (139961) and 2515 (139960) products.

A replacement copy of CoA number 7711 was taken from the filing system and provided immediately via email on 04/08/2011 when non-receipt was advised to Scapa Manchester.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="10 Aug 2011"/>
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3) Solutions Possibles

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4) Mise En Place Actions Correctives Permanentes

1. Scapa does not print out and retain copies of emails used to send CoC, due to volumes of CoC that are prepared by Scapa and also respect for the environment. However, Scapa will retain such in future to monitor transmission of such to Silec.
2. Quality Assurance Officer to check email transmission of CoC to Silec as performed by the Quality Inspector, on a spot check basis as additional verification for an interim period. This will be performed until Quality Assurance Officer is satisfied the process is robust.

Auteur	Philip Ward	Date	10 Aug 2011
Date Estimée	10 Aug 2011	Date De Mise En Place	10 Aug 2011
Date De Validation	10 Aug 2011		

5) Validation Des Actions Correctives

Scapa has implemented the above corrective actions.

Quality Inspector to print out and retain copies of emails used to send CoC.

Quality Assurance Officer to check email transmission of CoC to Silec, until satisfied the process is a robust.

An alternative system that may be worth considering, if non-receipt of CoA is deemed to be a continuing problem: Silec could consider acknowledgement of receipt of CoA, as confirmation to Scapa; if Scapa do not receive confirmation, then Scapa could re-send the CoA after a suitable period (e.g. later same day or early following day). This method would mean extra work, but but should only be considered if non-receipt of CoA is deemed to be a continuing problem by both parties.

Auteur	Philip Ward	Date	10 Aug 2011
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6) Actions Préventives

Auteur		Date	
Date Estimée		Date De Mise En Place	
Date De Validation			

7) Mise à Jour Documentation

(a) MSR

Commenté?	No		
Référence		Date	

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

Commenté?	No		
Référence		Date	

(c) Révision AMDEC

Commenté?	No		
Référence		Date	

(d) Spécification client

Commenté?	No		
Référence		Date	

8) Félicitations à Toute L'équipe