



Complaint Number: 101201

Report 8D

Generated By: Celine Mandon

Generated On: 21 Sep 2011

I. COMPLAINT INFORMATION

Origination Date	12 Sep 2011		
Sales Name		Sales Office	Valence
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	Fondation AMIPI C/M - Bernard Vendr		
SAP Customer Number	109076	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200304412	Invoice Date	06 Sep 2011
- Material	130937	Batch	0000579851
Material Description			
3511 Noir 19mm x 30m ACGS			

2) Problem Description

produit périmé

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
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

The complaint is not accepted because the batch that we have despatched with the document 81065511 is the 0000598161 (expiring date 18/10/2011) and not the 0000579851.

The last shipment about the BN 0000579851 is dated 13.05.2011

"Probably the Customer mixed the material in their warehouse"

Author	<input type="text" value="Giovanni Alosi"/>	Date	<input type="text" value="21 Sep 2011"/>
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2) Root Causes

Author	<input type="text"/>	Date	<input type="text"/>
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3) Possible Solutions

Author	<input type="text"/>	Date	<input type="text"/>
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4) Implemented Perm Corrective Actions

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

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