



Complaint Number: 100173

Report 8D

Generated By: Roy Shawdale

Generated On: 22 Jun 2011

I. COMPLAINT INFORMATION

Origination Date	23 May 2011		
Sales Name		Sales Office	Ashton
Telephone		Fax Number	
Email			
Customer Complaint Ref	FH110520 - 2		
Customer Name	Stokvis Tapes Sverige AB		
SAP Customer Number	100068	Customer Order N°	30925
Customer Part Number	PS125515066T		

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100237741	Invoice Date	26 Jan 2011
- Material	147538	Batch	
Material Description			
1255 Transp. 150mm x 66m Pol.Over.			

2) Problem Description

A number of rolls miss the opening tab. This makes them totally impossible to open, due to the properties of a PP-carrier. This fault was discovered by one of our customers. The rolls arrived to Stokvis February 7, 2011. Photo of one roll is attached, where the opening are showed with black arrows. As can be seen, the tab is missing.

We have probed the rolls on our stock, and all the probed rolls have an white opening tab = OK. However, if more defective rolls are discovered, we will come back to you with updated report.

Please credit us for the 35 defective rolls the sum EUR 189, and let us know if we can scrap here or return to you. Please come back to us with your 8D-report adresssing this problem.

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="Maurizio Bollea"/>				
Team Leader	<input type="text" value="cpessina"/>				
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text" value="No"/>	Dispose The Goods	<input type="text" value="Yes"/>
Comments	<input type="text" value="Please don't send us back the wrong material."/>				

1) Analysis

<input type="text" value="equipment failure at converting supplier"/>			
Author	<input type="text" value="Maurizio Bollea"/>	Date	<input type="text" value="20 Jun 2011"/>

2) Root Causes

<input type="text" value="application starter tab sensor damaged"/>			
Author	<input type="text" value="Caterina Pessina"/>	Date	<input type="text" value="20 Jun 2011"/>

3) Possible Solutions

<input type="text" value="maintenance intervention on equipment (sensor substitution)"/>			
Author	<input type="text" value="Maurizio Bollea"/>	Date	<input type="text" value="20 Jun 2011"/>

4) Implemented Perm Corrective Actions

<input type="text" value="maintenance intervention on equipment (sensor substitution)"/>			
Author	<input type="text" value="Maurizio Bollea"/>	Date	<input type="text" value="20 Jun 2011"/>
Estimated Date	<input type="text" value="20 Jun 2011"/>	Implementation Date	<input type="text" value="20 Jun 2011"/>
Validation Date	<input type="text" value="20 Jun 2011"/>		

5) Corrective Actions Validation

<input type="text" value="equipment sensor runs properly. starter tab applied."/>			
Author	<input type="text" value="Caterina Pessina"/>	Date	<input type="text" value="20 Jun 2011"/>

6) Preventive Actions

<input type="text" value="equipment sensor inculed in preventive maintenance plan"/>			
Author	<input type="text" value="Maurizio Bollea"/>	Date	<input type="text" value="20 Jun 2011"/>
Estimated Date	<input type="text" value="20 Jun 2011"/>	Implementation Date	<input type="text" value="20 Jun 2011"/>
Validation Date	<input type="text" value="20 Jun 2011"/>		

7) Review Of Documentation

(a) MSR

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

(b) Flow chart, control plan, work inspection instructions

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

(c) FMEA

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

(d) Customer specification

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

8) Congratulate The Team