



Complaint Number: 100705

## Report 8D

Generated By: Kerry Sykes

Generated On: 10 Aug 2011

### I. COMPLAINT INFORMATION

Origination Date	11 Jul 2011		
Sales Name	Andrew Sampson	Sales Office	Ashton
Telephone	+44 (0)161 301 7400	Fax Number	+44 (0)161 301 7445
Email	andrew.sampson@scapa.com		
Customer Complaint Ref			
Customer Name	P.S. Adhesive Systems Ltd.		
SAP Customer Number	101475	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100245485	Invoice Date	07 Jul 2011
- Material	140990	Batch	
Material Description			
2420 Nopped 480mm x 25m in Cartons			

#### 2) Problem Description

Customer only received 2 logs from City Link (Delivery 81052423)

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="Kerry Sykes"/>		
Team Leader	<input type="text" value="cbradbury"/>		
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text"/>
		Dispose The Goods	<input type="text"/>
Comments	<input type="text"/>		

### 1) Analysis

6 carton despatched via City Link on the 06/07. Only 5 cartons delivered. We requested search but City Link unable to locate missing cartons	
Author	<input type="text" value="Claire Bradbury"/>
Date	<input type="text" value="14 Jul 2011"/>

### 2) Root Causes

lack of care/attention by City Link. Supplier complaint to be raised requesting cause and preventative measure +++++ City Link currently undergoing changes resulting in redundancies and management changes which could also be affecting current service	
Author	<input type="text" value="Claire Bradbury"/>
Date	<input type="text" value="14 Jul 2011"/>

### 3) Possible Solutions

migration to newer system for real time scan info	
Author	<input type="text" value="Claire Bradbury"/>
Date	<input type="text" value="14 Jul 2011"/>

### 4) Implemented Perm Corrective Actions

plans made to migrate Scopa to newer system which should alleviate current problems			
Author	<input type="text" value="Claire Bradbury"/>	Date	<input type="text" value="03 Aug 2011"/>
Estimated Date	<input type="text" value="02 Oct 2011"/>	Implementation Date	<input type="text" value="02 Oct 2011"/>
Validation Date	<input type="text" value="02 Oct 2011"/>		

### 5) Corrective Actions Validation

constant review of service to be carried out	
Author	<input type="text" value="Claire Bradbury"/>
Date	<input type="text" value="03 Aug 2011"/>

## 6) Preventive Actions

once migration complete real time scan info availability should prevent further problems

Author	Claire Bradbury	Date	14 Jul 2011
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