



Complaint Number: 101559

Report 8D

Generated By: Julie Greaves
Generated On: 12 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	11 Oct 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	Nu-Pax Limited		
SAP Customer Number	100005	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100249591	Invoice Date	10 Oct 2011
- Material	164493	Batch	0000612626
Material Description			
174 Natural kraft liner 50mm x 25m 795			

2) Problem Description

Box arrived damaged and with one roll missing
Actions Requested From The Customer
Replacement roll and replacement box required.

3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received	<div>No</div>		
Date	<div></div>		
Process Owner	<div>Julie Greaves</div>		
Team Leader	<div>cbradbury</div>		
Is Complaint Valid?	<div>Yes</div>	Return The Goods	<div></div>
		Dispose The Goods	<div></div>
Comments	<div></div>		

1) Analysis

the photo would indicate water damage to the box. This has obviously happened during transit with City Link

Author	<div>Claire Bradbury</div>	Date	<div>12 Oct 2011</div>
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2) Root Causes

water damage to the carton. Awaiting evaluation from carrier

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3) Possible Solutions

immediate review of parcel carrier to be done

meeting today with Customer Care to begin process of consolidating dates to ensure pallet quantities shipped where possible

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4) Implemented Perm Corrective Actions

pallet quantities to be shipped where possible

await evaluation from carrier

replacement roll ordered from supplier

replacement box to be supplied

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Estimated Date	<div></div>	Implementation Date	<div></div>
Validation Date	<div></div>		

5) Corrective Actions Validation

Author	<div></div>	Date	<div></div>
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6) Preventive Actions

ship pallet quantities where possible

re-assess current carrier for parcels

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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