



Complaint Number: 101605

Report 8D

Generated By: Serena Olmo
Generated On: 21 Nov 2011

I. COMPLAINT INFORMATION

Origination Date	17 Oct 2011		
Sales Name	Lorenzo Frattini	Sales Office	Ghislarengo
Telephone		Fax Number	
Email	Lorenzo.frattini@scapa.com		
Customer Complaint Ref			
Customer Name	Technologic Tapes, S.L.		
SAP Customer Number	113218	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200304320	Invoice Date	05 Sep 2011
- Material	143439	Batch	
	Material Description 43240 550? 455mm x 25m Dura PE azul		
- Material	143439	Batch	0000568943
	Material Description 43240 550? 455mm x 25m Dura PE azul		
- Material	143439	Batch	0000590286
	Material Description 43240 550? 455mm x 25m Dura PE azul		

2) Problem Description

Batch numbers 2003796 / 1994464
On the logs there are scratches , on the front and on the back, where there is no adhesive

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>				
Date	<input type="text" value="02 Nov 2011"/>				
Process Owner	<input type="text" value="Eberhard Sägewitz"/>				
Team Leader	<input type="text" value="esaegewitz"/>				
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"/>				

1) Analysis

<input type="text" value="sample show the problem"/>			
Author	<input type="text" value="Eberhard Sägewitz"/>	Date	<input type="text" value="18 Nov 2011"/>

2) Root Causes

<input type="text" value="touching adhesive tape on a part in the ofen"/>			
Author	<input type="text" value="Eberhard Sägewitz"/>	Date	<input type="text" value="18 Nov 2011"/>

3) Possible Solutions

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

4) Implemented Perm Corrective Actions

<input type="text" value="checking the tape run flow through the ofen of the pagendarm machine."/>			
Author	<input type="text" value="Eberhard Sägewitz"/>	Date	<input type="text" value="18 Nov 2011"/>
Estimated Date	<input type="text" value="18 Nov 2011"/>	Implementation Date	<input type="text" value="18 Nov 2011"/>
Validation Date	<input type="text" value="18 Nov 2011"/>		

5) Corrective Actions Validation

<input type="text" value="checking the tape run flow through the ofen of the pagendarm machine."/>			
Author	<input type="text" value="Eberhard Sägewitz"/>	Date	<input type="text" value="18 Nov 2011"/>

6) Preventive Actions

<input type="text"/>			
Author	<input type="text"/>	Date	<input type="text"/>
Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>		

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