



Complaint Number: 100183

Report 8D

Generated By: Roy Shawdale

Generated On: 25 May 2011

I. COMPLAINT INFORMATION

Origination Date	23 May 2011		
Sales Name		Sales Office	Ashton
Telephone		Fax Number	0044 (0) 161301 7445
Email			
Customer Complaint Ref	FH110523-1		
Customer Name	Stokvis Tapes Sverige AB		
SAP Customer Number	100068	Customer Order N°	31855 & 31763
Customer Part Number	KS51694 5MM & KS5169151220		

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100241231	Invoice Date	06 Apr 2011
- Material	106867	Batch	
	Material Description 5169 Black Log 1.5mm x 1200mm x 40m		
- Material	106870	Batch	
	Material Description 5169 Black Log 4.5mm x 1200mm x 15m		

2) Problem Description

Some days ago we discovered that logrolls of 5169 were placed in wrong boxes. One roll of thickness 4.5 mm was placed in a box marked 1.5 mm, and the roll of thickness 1.5 mm was placed in a box marked 4.5 mm. See the attached rejection report FH110523-1 and the photos for all details.

We have now moved the rolls to the correct boxes and thus can use the material. Still we want you to take actions and report back in 8D format.

Med vänliga hälsningar / Best regards,

Fredrik Höjefält
Technical Purchaser

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="Roy Shawdale"/>		
Team Leader	<input type="text" value="dataylor"/>		
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

logs placed in boxes but with wrong labels on the boxes.

Author	<input type="text" value="David Taylor"/>	Date	<input type="text" value="23 May 2011"/>
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2) Root Causes

wrong labels put onto boxes.

Author	<input type="text" value="David Taylor"/>	Date	<input type="text" value="23 May 2011"/>
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3) Possible Solutions

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

team briefed ,to take more care when labelling boxes.

Author	<input type="text" value="David Taylor"/>	Date	<input type="text" value="23 May 2011"/>
Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>		

5) Corrective Actions Validation

spot checking to put in place.

Author	<input type="text" value="David Taylor"/>	Date	<input type="text"/>
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6) Preventive Actions

checking to be carried out on all loads.

Author	<input type="text" value="David Taylor"/>	Date	<input type="text" value="23 May 2011"/>
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