



Complaint Number: 100069

Report 8D

Generated By: Celine Mandon

Generated On: 23 May 2011

I. COMPLAINT INFORMATION

Origination Date	10 May 2011		
Sales Name		Sales Office	Valence
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	Yazaki Bulgaria EOOD		
SAP Customer Number	123450	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200291980	Invoice Date	25 Mar 2011
- Material	103078	Batch	
Material Description			
2702 Black 19mm x 33m Scapa Towerpa Auto			

2) Problem Description

In our production were found tapes that had problem-lifting, also inside the box were tape in bad conditions

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="Celine Mandon"/>				
Team Leader	<input type="text" value="sroncarolo"/>				
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

Planarity inconsistency on the pvc film could generate air bubbles and lifting on the tape.(the thickness is within the purchase specs, but it is no constant in some areas on the complete sheet width).

Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text"/>
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2) Root Causes

Planarity inconsistency on the pvc film could generate air bubbles and lifting on the tape.(the thickness is within the purchase specs, but it is no constant in some areas on the complete sheet width).

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

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

<input type="text"/>			
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Author	<input type="text"/>	Date	<input type="text"/>
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Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
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Validation Date	<input type="text"/>
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5) Corrective Actions Validation

Rolls selection before next delivery

Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="23 May 2011"/>
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6) Preventive Actions

Author		Date	
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