



Complaint Number: 100165

Report 8D

Generated By: Celine Mandon
Generated On: 28 Jun 2011

I. COMPLAINT INFORMATION

Origination Date	20 May 2011		
Sales Name		Sales Office	
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	SC Lear Corp. Romania SRL		
SAP Customer Number	109161	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

2) Problem Description

Constant delivery problems since long time ago. Always on a limit to stop the production.

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="adavies"/>		
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

This complaint refers to 3139. Due to processing issues and higher than forecasted demand, we have been failing to meet requested delivery dates.	
Author	<input type="text" value="Andrew Davies"/>
Date	<input type="text" value="21 Jun 2011"/>

2) Root Causes

Quality concerns with cotton supply extending processing time.	
Capacity constraints on coating line	
Author	<input type="text" value="Andrew Davies"/>
Date	<input type="text" value="21 Jun 2011"/>

3) Possible Solutions

Improve quality of incoming cloth to resolve processing problems.	
Increase coating capacity.	
Author	<input type="text" value="Andrew Davies"/>
Date	<input type="text" value="21 Jun 2011"/>

4) Implemented Perm Corrective Actions

Cotton supplier has been visited and is changing their method of finishing to improve consistency of quality .	
Addition coating capacity has been put in place.	
Author	<input type="text" value="Andrew Davies"/>
Date	<input type="text" value="21 Jun 2011"/>
Estimated Date	<input type="text" value="21 Jun 2011"/>
Implementation Date	<input type="text" value="21 Jun 2011"/>
Validation Date	<input type="text" value="05 Aug 2011"/>

5) Corrective Actions Validation

Additional coating capacity in place.	
Improved quality cloth delivery due late July.	
Author	<input type="text" value="Andrew Davies"/>
Date	<input type="text" value="21 Jun 2011"/>

6) Preventive Actions

Improve forecast to enable better responsiveness to increases in demand.

Author	Andrew Davies	Date	21 Jun 2011
Estimated Date	28 Jun 2011	Implementation Date	28 Jun 2011
Validation Date	28 Jun 2011		

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