



Complaint Number: 100283

## Report 8D

Generated By: Seb Houle  
Generated On: 14 Jun 2011

### I. COMPLAINT INFORMATION

Origination Date	02 Jun 2011		
Sales Name	Jamil Hadla	Sales Office	Windsor
Telephone	+1 860 902 8156	Fax Number	+1 860 688 7000
Email	Jamil.Hadla@scapa.com		
Customer Complaint Ref			
Customer Name	Slade Inc		
SAP Customer Number	135737	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9700039202	Invoice Date	26 May 2011
- Material	155666	Batch	WIN0025038
Material Description			
S234 60#[AA]/36GA 58IN X 540FT			

#### 2) Problem Description

Customer is received the second batch of material damaged. On the pictures attached you'll find that cartons are torn and beat up from falling over.

In picture "a" you'll find one roll missing a sleeve of it's protective carton. No immediate damage can be seen, but with these falling over there is bound to be some bruising of the material. Bruising may affect the way the material runs for the customer, they won't know if it is affected until it is used.

The first shipment received last week was strapped down with metal strapping and stayed standing straight until they cut the banding, then they had to find a way to keep the individual rolls from slamming to the ground and damaging material.

#### Actions Requested From The Customer

Corrective action and root cause.

3) Containment Actions

--

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>		
Date	<input type="text" value="02 Jun 2011"/>		
Process Owner	<input type="text" value="Seb Houle"/>		
Team Leader	<input type="text" value="shoule"/>		
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

Customer is looking for improvement to the packaging method for new shipments, material isn't to be returned according to Customer Service. Past material did not arrive in great condition.	
Author	<input type="text" value="Seb Houle"/>
Date	<input type="text" value="14 Jun 2011"/>

2) Root Causes

The material was packaged using cardboard boxes, which were crushed some in transit.	
Author	<input type="text" value="Seb Houle"/>
Date	<input type="text" value="14 Jun 2011"/>

3) Possible Solutions

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

4) Implemented Perm Corrective Actions

The customer sent a picture of an example of material packaging that they prefer, we are procuring materials to replicate this example. This will consist of Rolls shipped using solid end boards and wrapped in plastic.	
Author	<input type="text" value="Seb Houle"/>
Date	<input type="text" value="14 Jun 2011"/>
Estimated Date	<input type="text"/>
Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>

5) Corrective Actions Validation

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

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