



Complaint Number: 100179

Report 8D

Generated By: Paola Crepaldi

Generated On: 25 May 2011

I. COMPLAINT INFORMATION

| | | | |
|------------------------|-------------------------------|-------------------|----------|
| Origination Date | 23 May 2011 | | |
| Sales Name | Thierry Derome | Sales Office | Mannheim |
| Telephone | +49 (0)171 3729520 | Fax Number | - |
| Email | thierry.derome@scapa.com | | |
| Customer Complaint Ref | | | |
| Customer Name | Delphi Packard Tanger SA MA70 | | |
| SAP Customer Number | 125913 | Customer Order N° | |
| Customer Part Number | | | |

1) Invoices And Items On Complaint

| | | | |
|---------------------------|------------|--------------|-------------|
| (a) SAP Invoice Number | 9200294656 | Invoice Date | 27 Apr 2011 |
| - Material | 117931 | Batch | 0000568472 |
| Material Description | | | |
| 580 Blanc 19mm x 25m 4159 | | | |

2) Problem Description

| |
|-------------------------------------|
| Very bad and strong smell |
| Actions Requested From The Customer |
| Replacement of non conform rolls |

3) Containment Actions

| |
|--|
| |
|--|

II. EVALUATION AND ACTION

Sample/photo Received

No

Date

Process Owner

Paola Crepaldi

Team Leader

Is Complaint Valid?

No

Return The Goods

Dispose The Goods

Comments

We have present discussion with different customers about smell.
Tech Service and RD are in charge to find soultions about this. But we can't give a guarantee about this at the moment.

1) Analysis

product is in the specified values.
smell is not a specified characteristic of the product

Author

Eberhard Sägewitz

Date

25 May 2011

2) Root Causes

Author

Date

3) Possible Solutions

Author

Date

4) Implemented Perm Corrective Actions

Author

Date

Estimated Date

Implementation Date

Validation Date

5) Corrective Actions Validation

Author

Date

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