



Complaint Number: 100909

Report 8D

Generated By: Christine Hulme

Generated On: 18 Aug 2011

I. COMPLAINT INFORMATION

Origination Date	03 Aug 2011		
Sales Name	Marcus Kennedy	Sales Office	Dunstable
Telephone	+44 (0) 7795 37 47 35	Fax Number	
Email	marcus.kennedy@scapa.com		
Customer Complaint Ref			
Customer Name	Innocoll Pharmaceuticals Ltd		
SAP Customer Number	135599	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

2) Problem Description

o/no 547207 material code 165810

material arrived to customer in 2 cartons which were squashed & dirty. Material was intact on first inspection, but customer would like assurances this will be avoided for future deliveries.

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="Janine Hawke"/>		
Team Leader	<input type="text" value="jhawke"/>		
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text"/>
		Dispose The Goods	<input type="text"/>
Comments	<input type="text" value="Report requested from forwarder: Root Cause & Corrective Actions"/>		

1) Analysis

3 of the outer cartons appear to have been crushed in transit and picked up some dust/dirt.

Author	<input type="text" value="Janine Hawke"/>	Date	<input type="text" value="04 Aug 2011"/>
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2) Root Causes

The pallet was collected by Rhenus Basildon on 29/7 and loaded onto their international trailer. The pallet was loaded free from damage. The goods were unloaded at Rhenus Dietzenbach and there was no mention of damages on the out turn report upon unloading. On 3/8 the shipment was delivered and the usual check of the Scapa shipment list was carried out to ensure all Scapa shipments had been delivered ok. The shipment list showed on the system as "delivered clean POD" – nothing more was done about this shipment. We were advised by Scapa on 4/8 that the pallet had arrived dirty and crushed.

After investigation and correspondence with Rhenus Dietzenbach it is evident that not enough care was taken with this pallet while unloading and re-loading. They have been advised that this is completely unacceptable and more care has to be taken with any shipments and particularly Scapa pallets. With respect to the non reporting of damaged packaging, they will not assume that because the shrink-wrapping was intact then they can sign for a clean POD.

Author	<input type="text" value="Janine Hawke"/>	Date	<input type="text" value="18 Aug 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

CORRECTIVE ACTION

Once the n/c from Scapa was received an investigation into how this happened was instigated. What is obvious is that the out turn report should have noted the damage to the packaging. Fortunately the goods were not damaged but the preventative action we have put in place will ensure this does not happen again.

PREVENTATIVE ACTION

After correspondence with Rhenus Dietzenbach we have advised them that we expect the following:

- ☐ Any sign of damage to cartons/pallets MUST be included on the out turn report.
- ☐ They must issue a notice to all warehouse staff that more care must be taken with Rhenus UK shipments while unloading and loading. Staff will be monitored in the coming weeks and if further training is needed, it will be given.

Rhenus Dietzenbach have assured us that this is not a common occurrence and we are comfortable with this assurance due to the amount of traffic that goes through their depot. However, they are aware of their need to monitor warehouse personnel and Rhenus UK will also monitor all out-turn reports to ensure that this does not become a regular incident.

Author	Janine Hawke	Date	18 Aug 2011
Estimated Date	18 Aug 2011	Implementation Date	18 Aug 2011
Validation Date			

5) Corrective Actions Validation

Author		Date	
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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