



Complaint Number: 100279

Report 8D

Generated By: Terry O'Brien

Generated On: 15 Aug 2011

I. COMPLAINT INFORMATION

Origination Date	02 Jun 2011		
Sales Name	Dawn Baker	Sales Office	Dunstable
Telephone		Fax Number	
Email	dawn.baker@scapa.com		
Customer Complaint Ref			
Customer Name	BDK Industrial Products Ltd		
SAP Customer Number	101378	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100242657	Invoice Date	06 May 2011
- Material	145571	Batch	193152/193
Material Description			
A11T0 TP Clear 2mm x 19mm x 16.5m PE			

2) Problem Description

Poor slitting
Same problem as complaint 100153
Actions Requested From The Customer
Replacement 48 rolls from a different batch
Refused stock

3) Containment Actions

Corrective actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>				
Date	<input type="text"/>				
Process Owner	<input type="text" value="Lyndsey Cadwallader"/>				
Team Leader	<input type="text" value="prochford"/>				
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text" value="Yes"/>	Dispose The Goods	<input type="text" value="No"/>
Comments	<input type="text" value="Andy to continue to check future orders."/>				

1) Analysis

<input type="text" value="Same issue as complaint 100153."/>			
<input type="text" value="All corrective actions completed as in complaint, 100153, latest order inspected and passed as good."/>			
Author	<input type="text" value="Andy Bufton"/>	Date	<input type="text" value="08 Jun 2011"/>

2) Root Causes

<input &="" clean="" consistent="" edges."="" giving="" not="" on="" rats="" roll="" slit="" tails"="" type="text" value="Operators not removing "/>			
Author	<input type="text" value="Paul Rochford"/>	Date	<input type="text" value="06 Jun 2011"/>

3) Possible Solutions

<input type="text" value="Operators briefed & shown required quality."/>			
<input type="text" value="Randon checks to be made by supervisors."/>			
<input type="text" value="Future oorders to be inspected."/>			
Author	<input type="text" value="Andy Bufton"/>	Date	<input type="text" value="31 May 2011"/>

4) Implemented Perm Corrective Actions

<input type="text" value="Operators briefed & shown required quality."/>			
<input type="text" value="Randon checks to be made by supervisors."/>			
<input type="text" value="Future oorders to be inspected."/>			
Author	<input type="text" value="Andy Bufton"/>	Date	<input type="text" value="31 May 2011"/>
Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>		

5) Corrective Actions Validation

<input type="text" value="Operators briefed & shown required quality."/>			
<input type="text" value="Randon checks to be made by supervisors."/>			
<input type="text" value="Future oorders to be inspected."/>			
Author	<input type="text" value="Andy Bufton"/>	Date	<input type="text" value="31 May 2011"/>

6) Preventive Actions

Operators briefed & shown required quality.
Random checks to be made by supervisors.
Future orders to be inspected.

Author	Andy Bufton	Date	31 May 2011
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