



Reklamations Nummer: 100539

Bericht 8D

Generiert Von: Sabrina Heid
Generiert: 12 Jul 2011

I. REKLAMATIONSDATEN

Kreiert	22 Jun 2011		
Verkäufer Name	Gerd Lehner	Verkaufs Büro	Mannheim
Telefon	+49 8382 946293	Faxnummer	+49 8382 946185
Email	gerd.lehner@scapa.com		
Kunden reklamations ref			
Kundenname	JaBand GmbH		
SAP Kundennummer	111087	Kunden Bestellnummer	
Teile Nr Des Kunden			

1) Rechnungen Und Artikel Dieser Reklamation

(a) SAP Rechnungsnummer	9350061960	Rechnungsdatum	07 Jun 2011
- Material	142098	Batch	672011
Materialbeschreibung			
3101 Weiss 15mm x 50m Jaband			

2) Problembeschreibung

rolls damaged as you can see on enclosed picture
Aktion vom Kunde gefordert
credit of damaged rolls (qty. to be advised)

3) Sofort Maßnahmen Am Process

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II. AUSWERTUNG UND AKTIONEN

Muster/Photo Erhalten	<input type="text" value="No"/>			
Datum	<input type="text"/>			
Prozess Besitzer	<input type="text" value="Sabrina Heid"/>			
Team Leiter	<input type="text"/>			
Ist Reklamation berechtigt ?	<input type="text" value="No"/>	Material retournieren	<input type="text"/>	Material vernichten
Bemerkungen	<div>***** Complaint category changed to S2 following clarification of POD for the relevant deliveries. *****</div>			

1) Analyse

The customer is complaining in respect of Scapa 3101 white 15mm x 50m white coils (item 142098) due to them being damaged. The quantity subject to claim has yet to be established.

The complaint relates to goods supplied via Scapa sales order 553205/60 for 224 coils of 142098. The goods were dispatched in two lots:

112 coils dispatched via dispatch note 0081044214 on 07/06/2011 from Scapa Manchester.

112 coils dispatched via dispatch note 0081048423 on 24/06/2011 from Scapa Manchester.

It is understood that this complaint relates to dispatch note 0081044214.

Ashton Shipping are to establish if Proof of Delivery (POD) document is available for these deliveries.

There is no 3101 white 15mm x 50mm in stock at Ashton.

There is a small stock of 3101 blue 25mm x 50m (item 114076) and 3101 yellow 25mm x 50m (item 114099), which was made early June 2011. These coils have been inspected and appear in good condition. Photos attached to the Scapa Complaints system for reference.

Update 01/07/2011: POD have been obtained for both deliveries pertaining to this order (made on 14/06/2011 and 29/06/2011).

Both POD have been signed by the customer as being in good condition on receipt. Copies of the POD have been attached to the Scapa complaints system as confirmation.

Complaint category changed to S2 following clarification of POD for the relevant deliveries. Commercial decision whether to grant credit for this incident.

Autor	<input type="text" value="Philip Ward"/>	Datum	<input type="text" value="28 Jun 2011"/>
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2) Ursache

<input type="text"/>			
Autor	<input type="text"/>	Datum	<input type="text"/>

3) Mögliche Lösungen

<input type="text"/>			
Autor	<input type="text"/>	Datum	<input type="text"/>

4) Einführung Der Korrektur-Massnahmen

Autor		Datum	
Geschtztes Plannungsdatum		Implementierungs Datum	
Validierungsdatum			

5) Korrekturmaßnahmen Validierung

Autor		Datum	

6) Vorbeugende Massnahmen

Autor		Datum	
Geschtztes Plannungsdatum		Implementierungs Datum	
Validierungsdatum			

7) Überprüfung Der Dokumentation

(a) MSR

Zutreffend?	No		
Referenz		Datum	

(b) Flussdiagramm, Arbeitsanweisungen

Zutreffend?	No		
Referenz		Datum	

(c) FMEA

Zutreffend?	No		
Referenz		Datum	

(d) Kunde Spezifikation

Zutreffend?	No		
Referenz		Datum	

8) Gratuliere Dem Team