



Complaint Number: 101481

Report 8D

Generated By: Paola Crepaldi
Generated On: 04 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	04 Oct 2011		
Sales Name	Jean-Philippe Dupont-Automotive	Sales Office	Valence
Telephone	+33 4 75 44 80 00	Fax Number	+33 4 75 44 80 55
Email	jean-philippe.dupont@scapa.com		
Customer Complaint Ref			
Customer Name	DELPHI Automotive System Ltd. Sti		
SAP Customer Number	126493	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9301107694	Invoice Date	21 Sep 2011
- Material	124887	Batch	
Material Description 2702 Black 9mm x 33m Scapa Towerpack T38			
- Material	125548	Batch	0000607472
Material Description 3510 Black 25mm x 10m ACRD			
- Material	151074	Batch	
Material Description 2702 Black 30mm x 33m Scapa Towerpack			

2) Problem Description

Quantity discrepancy:
code 124887 declared 3.456 rolls, received 3.264 rolls
code 125548 declared 180 rolls, received 120 rolls
code 151074 declared 180 rolls, received 120 rolls

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="Paola Crepaldi"/>		
Team Leader	<input type="text" value="galosi"/>		
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

<input type="text" value="Mistake due a wrong storage in our warehouse"/>			
Author	<input type="text" value="Giovanni Alosi"/>	Date	<input type="text" value="04 Oct 2011"/>

2) Root Causes

<input type="text" value="Mistake due a wrong storage in our warehouse"/>			
Author	<input type="text" value="Giovanni Alosi"/>	Date	<input type="text" value="04 Oct 2011"/>

3) Possible Solutions

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

4) Implemented Perm Corrective Actions

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

<input type="text"/>			
Author	<input type="text"/>	Date	<input type="text"/>
Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>		

7) Review Of Documentation

(a) MSR

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

(b) Flow chart, control plan, work inspection instructions

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

(c) FMEA

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

(d) Customer specification

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

8) Congratulate The Team