



Complaint Number: 100717

## Report 8D

Generated By: Christine Hulme

Generated On: 18 Aug 2011

### I. COMPLAINT INFORMATION

Origination Date	11 Jul 2011		
Sales Name	Daniel Ephgrave	Sales Office	Dunstable
Telephone	+44 1582 474 655	Fax Number	
Email	daniel.ephgrave@scapa.com		
Customer Complaint Ref			
Customer Name	Fresenius KabiDeutschland GmbH		
SAP Customer Number	116138	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100244969	Invoice Date	27 Jun 2011
- Material	131929	Batch	
Material Description			
M9070 40mm x 44.8mm >11145N			

#### 2) Problem Description

2 pallets were collected from Scapa only 1 delivered into customer.

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			
Insurance claim holding the forwarder responsible has been entered			
Insurance claim settled 15.8.11			

### 1) Analysis

2 pallets confirmed collected from Scapa UK therefore 1 pallet still missing in transit. As yet still not found.	
Author	<input type="text" value="Janine Hawke"/>
Date	<input type="text" value="18 Jul 2011"/>

### 2) Root Causes

The shipment arrived intact in Dietzenbach and the goods were delivered to Fresnius by an approved haulier- Zufall - who then reported that there was 1 pallet missing. Rhenus Germany did not advise Rhenus UK that this was the case. The first we were made aware of any problem was when yourselves requested a POD after the consignee complained.	
After investigation – it is apparent that this was a human error in Rhenus Germany from a colleague who did not follow the procedures that are in place. Namely, they always inform Rhenus UK of any discrepancies. Unfortunately on this occasion, it did not happen.	
Author	<input type="text" value="Janine Hawke"/>
Date	<input type="text" value="18 Aug 2011"/>

### 3) Possible Solutions

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

### 4) Implemented Perm Corrective Actions

We have issued a memo/email to Rhenus Germany to remind them to ensure that the procedures of informing us of any discrepancies are followed at all times. We are satisfied that the procedure is understood and works correctly due to the amount of traffic that goes through the two companies and this type of non conformance is very rare. However, this will be monitored regularly.	
Author	<input type="text" value="Janine Hawke"/>
Date	<input type="text" value="18 Aug 2011"/>
Estimated Date	<input type="text" value="18 Aug 2011"/>
Implementation Date	<input type="text" value="18 Aug 2011"/>
Validation Date	<input type="text"/>

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