



Complaint Number: 100731

Report 8D

Generated By: Celine Mandon

Generated On: 23 Aug 2011

I. COMPLAINT INFORMATION

| | | | |
|------------------------|--------------------------|-------------------|----------|
| Origination Date | 26 May 2011 | | |
| Sales Name | Thierry Derome | Sales Office | Mannheim |
| Telephone | +49 (0)171 3729520 | Fax Number | - |
| Email | thierry.derome@scapa.com | | |
| Customer Complaint Ref | | | |
| Customer Name | Yazaki Europe Ltd | | |
| SAP Customer Number | 109494 | Customer Order N° | |
| Customer Part Number | | | |

1) Invoices And Items On Complaint

| | | | |
|-------------------------------|------------|--------------|-------------|
| (a) SAP Invoice Number | 9200296903 | Invoice Date | 20 May 2011 |
| - Material | 135914 | Batch | |
| Material Description | | | |
| 3139W Black 19mm x 25m Code Y | | | |

2) Problem Description

2 missing boxes

Actions Requested From The Customer

There is not enough information on shipping documents, see joint. The customer wants the number of boxes, not only number of the pallet

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="Celine Mandon"/> | | |
| Team Leader | <input type="text" value="evigneron"/> | | |
| Is Complaint Valid? | <input type="text" value="Yes"/> | Return The Goods | <input type="text"/> |
| | | Dispose The Goods | <input type="text"/> |
| Comments | <div>As POD was signed clean and stock check did not highlight any errors we suggest decision to credit customer is made by commercial dept.</div> | | |

1) Analysis

The customer advises non receipt of 2 cartons.

A stockcheck was completed and no variance found which would indicate that the product was shipped. A POD indicated that the pallet had been signed for in good condition.

It is not possible for the carrier paperwork to show the number of cartons/pallet. The carrier signs for a number of pallets as does the customer on delivery. It is not possible for the receiver to clarify the number of cartons on a wrapped pallet.

26/07/2011

It is agreed with customer to send 2 boxes free of charge.

Nevertheless, in order to avoid such situation to happen may we insist on the fact that the forwarder document should show at least Number of pallets and cartons per pallet especially when it is a small figure.

DN N° could be an alternative as this document usually shows this information.

Question is here : how can we identify such POD in case several pallets/DN are delivered ?

Poorly documented POD is a door opened to endless discussions generally not in supplier interest.

Edith Vigneron

All consignments to Yazaki have a copy of the delivery note attached to the pallet. I will speak with the forwarder to see if it is possible that the note used by the Belgium agent can show our delivery note number. We could also attach a copy of the packing list to the pallet. It is not an option for the POD to show number of carton/pallet.

Claire Bradbury 01/08/11

| | | | |
|--------|--|------|--|
| Author | <input type="text" value="Claire Bradbury"/> | Date | <input type="text" value="20 Jul 2011"/> |
|--------|--|------|--|

2) Root Causes

No possibility to bring absolute evidence of delivery to the customer.

| | | | |
|--------|---|------|--|
| Author | <input type="text" value="Edith Vigneron"/> | Date | <input type="text" value="26 Jul 2011"/> |
|--------|---|------|--|

3) Possible Solutions

| | | | |
|--------|--|------|--|
| | | | |
| Author | | Date | |

4) Implemented Perm Corrective Actions

| | | | |
|-----------------|----------------|---------------------|-------------|
| OUT OF SCOPE | | | |
| Author | Edith Vigneron | Date | 26 Jul 2011 |
| Estimated Date | 26 Jul 2011 | Implementation Date | 26 Jul 2011 |
| Validation Date | 26 Jul 2011 | | |

5) Corrective Actions Validation

| | | | |
|--------------|--|------|--|
| OUT OF SCOPE | | | |
| 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