



Complaint Number: 100793

Report 8D

Generated By: Christine Hulme

Generated On: 25 Aug 2011

I. COMPLAINT INFORMATION

Origination Date	19 Jul 2011		
Sales Name	Daniel Ephgrave	Sales Office	Dunstable
Telephone	+44 1582 474 655	Fax Number	
Email			
Customer Complaint Ref			
Customer Name	EuroTec BV		
SAP Customer Number	116140	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100236205	Invoice Date	16 Dec 2010
- Material	160224	Batch	
Material Description			
8136/823 0.5mm x 245mm x 1m			

2) Problem Description

Customer has sent samples of product from their conversion, showing 'Pinhole'

affect on foam material.

Volume & value unknown at present (23.08)

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<div>Yes</div>		
Date	<div>20 Jul 2011</div>		
Process Owner	<div>Christine Hulme</div>		
Team Leader	<div>tobrien</div>		
Is Complaint Valid?	<div>Yes</div>	Return The Goods	<div></div>
		Dispose The Goods	<div></div>
Comments	<div></div>		

1) Analysis

Returned samples show pin holes - 0.2 to 0.4mm in size on open face of foam. Our retained samples for same batch appear to be clear of pin holes. We need customer to advise extent of problem to help investigate root causes.

Note: We can only confirm complaint is justified for handful of samples returned.

Author	<div>Terry O'Brien</div>	Date	<div>16 Aug 2011</div>
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2) Root Causes

The pin holes could be potentially related to Corona Treatment where there could have been a temporary excess of power causing holes in foam to be formed.

Author	<div>Terry O'Brien</div>	Date	<div>24 Aug 2011</div>
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3) Possible Solutions

Author	<div></div>	Date	<div></div>
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4) Implemented Perm Corrective Actions

Monitor on-going.

Author	<div>Terry O'Brien</div>	Date	<div>24 Aug 2011</div>
Estimated Date	<div>24 Aug 2011</div>	Implementation Date	<div>24 Aug 2011</div>
Validation Date	<div></div>		

5) Corrective Actions Validation

Author	<div></div>	Date	<div></div>
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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