



Complaint Number: 100351

## Report 8D

Generated By: Paola Crepaldi  
Generated On: 14 Jun 2011

### I. COMPLAINT INFORMATION

Origination Date	08 Jun 2011		
Sales Name	Christine Toussaint	Sales Office	Scapa France Valence
Telephone	+33 (0) 6 73 99 46 61	Fax Number	
Email	Christine.Toussaint@scapa.com		
Customer Complaint Ref			
Customer Name	Lemitar Ind. E Com. De Produtos		
SAP Customer Number	106689	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9301102976	Invoice Date	30 Mar 2011
- Material	163564	Batch	
	Material Description 5535B MalivliesC15mm x 15m Scapa Lemitar		
- Material	163564	Batch	0000570581
	Material Description 5535B MalivliesC15mm x 15m Scapa Lemitar		

#### 2) Problem Description

Low adhesion
Actions Requested From The Customer

3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>		
Date	<input type="text" value="13 Jun 2011"/>		
Process Owner	<input type="text" value="Paola Crepaldi"/>		
Team Leader	<input type="text"/>		
Is Complaint Valid?	<input type="text" value="No"/>	Return The Goods	<input type="text"/>
		Dispose The Goods	<input type="text"/>
Comments	<input type="text"/>		

1) Analysis

All the values of the test made on samples received are in our spec and in FIAT Spec.	
See the attached file.	
Author	<input type="text" value="Stefano Roncarolo"/>
Date	<input type="text" value="14 Jun 2011"/>

2) Root Causes

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

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

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