



Complaint Number: 100321

Report 8D

Generated By: Christine Hulme
Generated On: 21 Jun 2011

I. COMPLAINT INFORMATION

Origination Date	07 Jun 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	Radiometer Basel AG		
SAP Customer Number	116142	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

2) Problem Description

Customer received product with no lot number labels on the rolls. o/no 521734
product code 149158 batch 1983045 4/1 48,000.

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="Christine Hulme"/>		
Team Leader	<input type="text" value="jkitcher"/>		
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

Report from customer that cores were not labelled on rolls of parts. No reason to suspect that this is not the case.

Author	<input type="text" value="Jon Kitcher"/>	Date	<input type="text" value="21 Jun 2011"/>
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2) Root Causes

Human Error

Author	<input type="text" value="Jon Kitcher"/>	Date	<input type="text" value="21 Jun 2011"/>
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3) Possible Solutions

Author	<input type="text"/>	Date	<input type="text"/>
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4) Implemented Perm Corrective Actions

Increase awareness of this requirement by adding additional instruction to production instructions for part in SAP.

Author	<input type="text" value="Jon Kitcher"/>	Date	<input type="text" value="21 Jun 2011"/>
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Estimated Date	<input type="text" value="21 Jun 2011"/>	Implementation Date	<input type="text" value="21 Jun 2011"/>
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Validation Date	<input type="text" value="21 Jun 2011"/>
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5) Corrective Actions Validation

Check that additional instruction is present when production order is printed out.

Author	<input type="text" value="Jon Kitcher"/>	Date	<input type="text" value="21 Jun 2011"/>
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6) Preventive Actions

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