



# Report 8D

Generated By: Celine Mandon Generated On: 01 Jul 2011

#### I. COMPLAINT INFORMATION

Origination Date 07 Jun 2011 Sales Name Jean-Phillippe Dupont-Automotive Sales Office Valence Telephone +33 (0)4 75 44 80 00 Fax Number +33 (0)4 75 44 80 55 Email jean-philippe.dupont@scapa.com **Customer Complaint Ref** Yazaki Saltano de Ovar P.E., Ida (Y **Customer Name** SAP Customer Number 117586 Customer Order N° **Customer Part Number** 

#### 1) Invoices And Items On Complaint

| (a) SAP Invoice Number  | 9200296579                   | Invoice Date  | 18 May 2011  |
|-------------------------|------------------------------|---------------|--------------|
|                         |                              |               |              |
| - Material              | 139108                       | Batch         | 583907       |
|                         | Material Description         |               |              |
|                         | Material Description         |               |              |
|                         | 9111 Chamois 19mm x 50m 8384 |               |              |
|                         |                              |               |              |
|                         |                              |               |              |
| (b) SAP Invoice Number  | 9200298332                   | Invoice Date  | 08 Jun 2011  |
| (b) SAI IIIVOICE Number | 9200290002                   | IIIVOICE Date | 00 3411 2011 |
|                         |                              |               |              |
| - Material              | 139108                       | Batch         | 0000589736   |
|                         |                              |               |              |
|                         | Material Description         |               |              |
|                         | 9111 Chamois 19mm x 50m 8384 |               |              |

#### 2) Problem Description

invoiced 17€/1000m instead of 15€

Actions Requested From The Customer

## II. EVALUATION AND ACTION

| Sample/photo Received   | No                             |                      |                     |                   |  |  |  |
|---|--------------------------------|----------------------|---------------------|-------------------|--|--|--|
| Date  |                                |                      |                     |                   |  |  |  |
| Process Owner   | Celine Mandon                  |                      |                     |                   |  |  |  |
| Team Leader   | evigneron                      |                      |                     |                   |  |  |  |
| Is Complaint Valid?   | Yes                            | turn The Goods       |                     | Dispose The Goods |  |  |  |
| Comments  |                                |                      |                     |                   |  |  |  |
|   |                                |                      |                     |                   |  |  |  |
| 1) Analysis   |                                |                      |                     |                   |  |  |  |
| The cutomer had a price from  | om 2009                        |                      |                     |                   |  |  |  |
| Author  | Edith Vigneron                 |                      | Date                | 30 Jun 2011       |  |  |  |
| 2) Root Causes  |                                |                      |                     |                   |  |  |  |
| Reference 9111 not in the   | orice list. The price of anoth | er one has been used | (9080S).            |                   |  |  |  |
| Author  | Edith Vigneron                 |                      | Date                | 30 Jun 2011       |  |  |  |
| 3) Possible Solutions   |                                |                      |                     |                   |  |  |  |
|   |                                |                      |                     |                   |  |  |  |
| Author  |                                |                      | Date                |                   |  |  |  |
| 4) Implemented Perm Corrective Actions  |                                |                      |                     |                   |  |  |  |
| New price and alternative products communicated by the sales manager.                               |                                |                      |                     |                   |  |  |  |
| Next order of 9111 will be validated only with the agreement of the sales manager and the customer. |                                |                      |                     |                   |  |  |  |
| Author  | Edith Vigneron                 |                      | Date                | 30 Jun 2011       |  |  |  |
| Estimated Date  |                                |                      | Implementation Date |                   |  |  |  |
| Validation Date   |                                |                      |                     |                   |  |  |  |
| 5) Corrective Actions Validation  |                                |                      |                     |                   |  |  |  |
| See next order  |                                |                      |                     |                   |  |  |  |
| Author  | Edith Vigneron                 |                      | Date                | 30 Jun 2011       |  |  |  |

### 6) Preventive Actions

| Author                        |                                 | Date                |  |  |  |  |
|-------------------------------|---------------------------------|---------------------|--|--|--|--|
|                               |                                 |                     |  |  |  |  |
| Estimated Date                |                                 | Implementation Date |  |  |  |  |
| Validation Date               |                                 |                     |  |  |  |  |
| Validation Date               |                                 |                     |  |  |  |  |
|                               |                                 |                     |  |  |  |  |
| 7) Review Of Docum            | entation                        |                     |  |  |  |  |
| •                             |                                 |                     |  |  |  |  |
| (a) MSR                       |                                 |                     |  |  |  |  |
|                               | No                              |                     |  |  |  |  |
| Reviewed?                     | No                              |                     |  |  |  |  |
| Reference                     |                                 | Date                |  |  |  |  |
| receive                       |                                 | Bate                |  |  |  |  |
| (b) Flow chart, control plan  | n, work inspection instructions |                     |  |  |  |  |
|                               |                                 |                     |  |  |  |  |
| Reviewed?                     | No                              |                     |  |  |  |  |
| Reference                     |                                 | Date                |  |  |  |  |
| Releielice                    |                                 | Date                |  |  |  |  |
| (c) FMEA                      |                                 |                     |  |  |  |  |
|                               |                                 |                     |  |  |  |  |
| Reviewed?                     | No                              |                     |  |  |  |  |
|                               |                                 |                     |  |  |  |  |
| Reference                     |                                 | Date                |  |  |  |  |
| (d) Customer and differentian |                                 |                     |  |  |  |  |
| (d) Customer specification    |                                 |                     |  |  |  |  |
| Reviewed?                     | No                              |                     |  |  |  |  |
|                               |                                 |                     |  |  |  |  |
| Reference                     |                                 | Date                |  |  |  |  |

8) Congratulate The Team