



Complaint Number: 101037

Report 8D

Generated By: Paola Crepaldi

Generated On: 07 Sep 2011

I. COMPLAINT INFORMATION

Origination Date	24 Aug 2011		
Sales Name	Christine Toussaint	Sales Office	Barcelona
Telephone		Fax Number	
Email	xavier.zaballos@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	9301105192	Invoice Date	14 Jun 2011
- Material	148818	Batch	
Material Description			
3540 White Pad 1mm x 40mm x 100mm 4up			

2) Problem Description

☐ The Certificate of Analysis shows the Batch number: 0000255801 and the label in the core shows different numbers. What is the correct batch number and what is the reason for this discrepancy?

☐ According to previous information, just 1 coil should be in each carton (as per former shipment) but at this time there were two coils per carton. What is the standard?

☐ There are 3 different dates of manufacturing: batch 573807 = 11-5-11, batch 556668 = 23-5-11 and other (batch number unreadable) = 19-5-11.

What is the correct date/batch? What is the reason for this discrepancy?

Actions Requested From The Customer

To check and let him have the correct details

3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Paola Crepaldi"/>		
Team Leader	<input type="text"/>		
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

The photos clearly show the file
A box incomplete (1rouleau instead of 2)
and The label tells us a roll fabrication of May 2011.

Author	<input type="text" value="Philippe Beranger"/>	Date	<input type="text" value="06 Sep 2011"/>
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2) Root Causes

On the manufacture of 3540 in the period April 2011 to June 15, 2011, we rolled the rolls backwards.
We took stock of remaining rolls to wrap the product in the right direction of winding but this recovery rolls mixed lot numbers of the rolls with the lot numbers on the card.
On the other hand we have had until June 23, 2011 incomplete boxes corresponding to the end of a command, a call to the production team to send only full cartons were made.

Author	<input type="text" value="Philippe Beranger"/>	Date	<input type="text" value="06 Sep 2011"/>
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3) Possible Solutions

Since June 23, 2011 we informed the production team to send only full cartons were made.

Author	<input type="text" value="Philippe Beranger"/>	Date	<input type="text" value="06 Sep 2011"/>
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4) Implemented Perm Corrective Actions

Revision of production orders

Author	<input type="text" value="Philippe Beranger"/>	Date	<input type="text" value="06 Sep 2011"/>
Estimated Date	<input type="text" value="23 Jun 2011"/>	Implementation Date	<input type="text" value="24 Jun 2011"/>
Validation Date	<input type="text" value="11 Jul 2011"/>		

5) Corrective Actions Validation

We controlled the fabrications of June 2011 without notice

Author	<input type="text" value="Philippe Beranger"/>	Date	<input type="text" value="06 Sep 2011"/>
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6) Preventive Actions

We controlled the fabrications of June 2011

Author	Philippe Beranger	Date	06 Sep 2011
Estimated Date	23 Jun 2011	Implementation Date	24 Jun 2011
Validation Date	11 Jul 2011		

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