



Complaint Number: 101419

## Report 8D

Generated By: Doug Matthews  
Generated On: 29 Sep 2011

### I. COMPLAINT INFORMATION

Origination Date	29 Sep 2011		
Sales Name	Scapa Interco	Sales Office	
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	Scapa UK Ltd		
SAP Customer Number	102021	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9700040799	Invoice Date	11 Jul 2011
- Material	70545	Batch	
Material Description			
47.25 BioFlex 235-02 (easy release)			

#### 2) Problem Description

Contamination by insects and particle contaminants found during dissection analysis of roll 3 of the material supplied against Dunstable PO 4500256845 , received in Dunstable 28.7.11.  
Adrian Mancell has already issued a full report of the analysis , report ITR 001-11.

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="Doug Matthews"/>		
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

-Contamination by insects and particle contaminants were found during dissection analysis of roll 3 of the material supplied against Dunstable PO 4500256845 , received in Dunstable 28.7.11.

-Adrian Mancell has issued a full report of the analysis , report ITR 001-11.

Author	<input type="text" value="Doug Matthews"/>	Date	<input type="text" value="29 Sep 2011"/>
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2) Root Causes

Author	<input type="text"/>	Date	<input type="text"/>
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3) Possible Solutions

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

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

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