



Complaint Number: 101161

Report 8D

Generated By: Celine Mandon
Generated On: 18 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	07 Sep 2011		
Sales Name	Jean-Philippe Dupont-Automotive	Sales Office	Valence
Telephone	+33 4 75 44 80 00	Fax Number	+33 4 75 44 80 55
Email	jean-philippe.dupont@scapa.com		
Customer Complaint Ref			
Customer Name	LEONI Wiring Systems Mateur Nord		
SAP Customer Number	109493	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200297565	Invoice Date	27 May 2011
- Material	103520	Batch	
	Material Description 2721 Blanc 100mm x 33m Scapa		
- Material	103527	Batch	
	Material Description 2721 Blanc 50mm x 33m Scapa		

2) Problem Description

- Doesn't stick (even on the finger)
- Can be torn easily , even when already applied on the floor

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="14 Oct 2011"/>		
Process Owner	<input type="text" value="Stefano Roncarolo"/>		
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

<input type="text" value="From the test done the product is conform. See attached Test Report"/>			
Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="06 Oct 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

<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"/>		

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