



Complaint Number: 100537

Report 8D

Generated By: Celine Mandon
Generated On: 26 Jul 2011

I. COMPLAINT INFORMATION

Origination Date	20 Jun 2011		
Sales Name		Sales Office	Valence
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	C.f.c.a. Maroc		
SAP Customer Number	109104	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200286584	Invoice Date	25 Jan 2011
- Material	150384	Batch	
Material Description 217 DOP Free Noir 19mm x 75m AXCC			
(b) SAP Invoice Number	9200298486	Invoice Date	09 Jun 2011
- Material	150384	Batch	0000588051
Material Description 217 DOP Free Noir 19mm x 75m AXCC			

2) Problem Description

Article facturé 12.44€/1000m au lieu de 11.78€
Actions Requested From The Customer

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="Edith Vigneron"/>		
Team Leader	<input type="text" value="evigneron"/>		
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

Négociation des prix à postériori n'a pas permis de passer la hausse.

Author	<input type="text" value="Edith Vigneron"/>	Date	<input type="text" value="24 Jun 2011"/>
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2) Root Causes

Price increase enforced prior to negotiation with the customer.

Author	<input type="text" value="Edith Vigneron"/>	Date	<input type="text" value="24 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

Review price increase process

Author	<input type="text" value="Edith Vigneron"/>	Date	<input type="text" value="24 Jun 2011"/>
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Estimated Date	<input type="text" value="30 Sep 2011"/>	Implementation Date	<input type="text" value="01 Oct 2011"/>
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Validation Date	<input type="text" value="30 Oct 2011"/>
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5) Corrective Actions Validation

To be assessed at next price increase.

Author	<input type="text" value="Edith Vigneron"/>	Date	<input type="text" value="18 Jul 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