



Report 8D

Generated By: Norbert Palisse Generated On: 24 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	27 Sep 2011				
Sales Name		Sales Office			
Telephone		Fax Number			
Email					
Customer Complaint Ref					
Customer Name	Oberthur Technologies India Pvt Ltd				
SAP Customer Number	134399	Customer Order N°			
Customer Part Number					
1) Invoices And Items On Complaint					
2) Problem Description					
During process, customer found 1 roll of dented core.					
Actions Requested From The Customer					
request complete report and necessary corrective action.					
0.0 4 : 4 : "					
3) Containment Actions					

II. EVALUATION AND ACTION

Sample/photo Received	Yes					
Date	27 Sep 2011					
Process Owner	CY Tang					
Team Leader	pberanger					
Is Complaint Valid?	Yes Return The Goods	No	Dispose The Goods	Yes		
Comments						
1) Analysis						
Photo of the record showin	g a deformed roll core after shock					
Author	Philippe Beranger	Date	13 Oct 2011			
2) Root Causes						
The cardboard fell in the shipping. the shock wave distorted the core to the roll.						
Author	Philippe Beranger	Date	13 Oct 2011			
3) Possible Solutions						
Change the packaging, a working group has selected a new board avoiding contact with the wall of the roll of cardboard to prevent the spread of a shock wave.						
Author	Philippe Beranger	Date	13 Oct 2011			
4) Implemented Perm Corrective Actions						
Use of new packaging carte	ons					
Author	Philippe Beranger	Date	13 Oct 2011			
Estimated Date	13 Oct 2011	Implementation Date				
			30 Nov 2011			
Validation Date	15 Dec 2011	, , , , , , , , , , , , , , , , , , , ,	30 Nov 2011			
Validation Date 5) Corrective Actions	15 Dec 2011		30 Nov 2011			
	15 Dec 2011 Validation		30 Nov 2011			
5) Corrective Actions	15 Dec 2011 Validation	Date	30 Nov 2011			
5) Corrective Actions Drop Test for reception of r	15 Dec 2011 Validation new boxes Philippe Beranger					
5) Corrective Actions Drop Test for reception of r Author 6) Preventive Actions	15 Dec 2011 Validation new boxes Philippe Beranger	Date				
5) Corrective Actions Drop Test for reception of r Author 6) Preventive Actions	15 Dec 2011 Validation new boxes Philippe Beranger	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

Validation Date

13 Oct 2011