Supplier Complaint

Guideline for the treatment of P+F complaints and preparation of 8D-Reports

Scope Pepperl+Fuchs Group

Author Christian Kellner

1. Target

The objective of this guideline is the definition and explanation of requirements on supplier statements with regard to P+F quality complaints.

2. Content of 8D-Report

8D Report

Supplier number	**Supplier name**
Report number	**Report date**
Order number	**Order position**
Delivered quantity	**Rejected quantity**
P+F part number	**Part description**
Drawing number	

1. Contact person for the Report:	
Report issued by	*The responsible person for the complete complaint process.*
Phone number	
Email	
2. Problem description (P+F)	
Fault description as described by P+F complaint. The problem is to describe as accurately as possible and to identify the core of the problem.	
***3.* Problem identification**	
Please describe the fault and the analysis that was done on supplier site and/or sub supplier.	
***4.* Containment action(s)**	
Which short-term actions/measures have been taken? *Describe the immediate actions taken to limit the damage and to prevent further delivery of faulty parts. These short-term actions take place until the corrective actions have been established.* *For already delivered defective parts adequate measures must be taken in consultation with P+F.* *To identify good parts, the batch number, manufacturing date, etc. must be transmit to P+F.* *If necessary, please take note of the defective parts for later identification e.g. quantity, part no. (P+F), range of serial no., date code, period of delivery under consideration of point 6.*	
***5.* Cause of failure**	
Failure root cause - please describe the root cause for the failure, tools and methods e.g. "Ishikawa" or "5-Why".	

6. **Extent of defect / Fault coverage estimation**	
Estimate extent of the problem: quantity of affected parts with a clear demarcation which may be affected and in which this can be definitely ruled out, can other part no. (P+F) be affected, range of serial no., date code, period of delivery.	
7. **Corrective action(s)**	
Which changes can be made in the process to eliminate further failures? Here the corrective actions need to be described in terms of improvement measures to remedy errors and eliminate the root cause of the failure. Only process-improving measures are permitted, measures related to staff, such as „exhortations“, „training " are not considered as process-improving. Date of implementation of the corrective action(s) e.g. manufacturing date. *If there should be an „individual error“, this proof must be provided, on which figures, data, facts, this decision is based (statistics).*	
8. Verification	
To review and monitor the effectiveness of the introduced corrective measures it must be done a statistical evidence. It is to prevent the same or similar error reoccur. Tools and methods for prevention can e.g. FMEA, product and process audit.	
Complaint accepted	☐ *Yes* ☐ *No* ☐ *Good will* ☐ *Preliminary until:* *Yes: Supplier accepts the complaint because the error or defect was caused by him.* *No: Supplier does not accept the complaint because the error or the defect was not caused by him.* *Good will: The error or defect was not caused by the supplier. Nevertheless he will repair the parts for free or will accept the costs for the rejected parts.* *Preliminary until: The error analysis takes longer than expected, the planned completion date must be specified. If P+F accepted the delay, a reminder will be suspended until that date.*
Comment	
Please fill in only if required	