|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Nr reklamacji/ Nr raportu 8D (Complaint No. / Report No.8D) | Data reklamacji (Date of complaint) | Nr magazynowy (Stock No.) | **List przewozowy (Waybill No.)** |
|  |  |  | - |  |
|  | Opis produktu / usługi (Description of the product/service) | | | |
|  |  | | | |
|  | Ilość zamówiona (Qty ordered) | Ilość z wadą (Qty defective) | Nr dokumentu jakości (Quality doc. No.) | Numer wytopu (Heat No.) |
|  |  |  |  |  |

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|  | **Dostawca: (Supplier)** | |  | | | | | | | | | | |
|  | **Osoba zgłaszająca reklamację (The person submitting the complaint)** | |  | | **Kontakt (contact)** | | | **Tel.** | **-** | | | | |
|  | **E-Mail** |  | | | | |
|  | **Opis wady, przyczyna reklamacji: (Description of the defect / reason for the complaint)** | |  | | | | | | | **Problem nawracający** | | | |
|  |  | **Tak (Yes)** |  | **Nie (No)** |
|  | **Dotyczy: (Refers to)** | | **Nr seryjny / Nr wytopu (Serial No. / Heat No.)** | **Nr faktury (Invoice No.)** | | | | | **Ilość reklamowanych produktów (Qty of advertised products)** | | | | |
|  |  |  | | | | |  | | | | |
|  |  |  | | | | |  | | | | |
|  | **D1 Zespół (problem solving team)** | | | | | | | | | | | | |
|  | **Lider zespołu (Team leader)** | |  | **Członkowie zespołu (Team members)** | | | | |  | | | | |
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|  | **D2 Opis problemu (Problem description)** | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | |
|  | **D3 Działania natychmiastowe (Containment actions)** | | | | | | | | | | | | |
|  | **Lp. (No.)** | **Działanie (Actions)** | | | | | **Odpowiedzialne osoby (Responsible person)** | | | **Termin (Deadline)** | | | |
|  | **1.** |  | | | | |  | | |  | | | |
|  | **2.** |  | | | | |  | | |  | | | |
|  | **3.** |  | | | | |  | | |  | | | |
|  | **4.** |  | | | | |  | | |  | | | |
|  | **5.** |  | | | | |  | | |  | | | |
|  | **6.** |  | | | | |  | | |  | | | |
|  | **D4 Analiza przyczyn niezgodności (Root cause analysis)** | | | | | **Kod niezgodności** | | | | | | | |
|  |  | | | | | Wybierz element | | | | | | | |

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| --- | --- | --- | --- | --- |
|  | **D5 Określenie działań korygujących (Possible corrective actions)** | | | |
|  | **Lp.** | **Działanie** | **Odpowiedzialne osoby** | **Termin** |
|  | **1.** |  |  |  |
|  | **2.** |  |  |  |
|  | **3.** |  |  |  |
|  | **4.** |  |  |  |
|  | **D6 Weryfikacja działań korygujących (Verification of corrective actions)** | | | |
|  | **Działania** | | | **Podpis i data** |
|  |  | | |  |
|  | **D7 Działania zapobiegawcze (Preventive actions)** | | | |
|  | **Działanie** | | **Odpowiedzialne osoby** | **Termin** |
|  |  | |  |  |
|  |  | |  |  |
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|  | **D8 Ocena skuteczności działań I zamknięcie 8D (Effectiveness assesment of the actions and closing 8D)** | | | |
|  |  | | | **Podpis i data** |
|  |  |