



8D report for customer complaint

Step-1 : Customer Complaint Registered

Logged By: Customer Support

Registered On: 18/09/2026 10:15:00

Complaint No CC-RIM-2026-001	Branch BENGALURU	Department Quality Assurance
Location BENGALURU	BD Person Customer Success	Received Date 18/09/2026 10:15:00
Mode of Complaint Email	Product Name RIMBUSS IMS	Quantity 1
Item Description 8D attachment not visible	Invoice No RIM-INV-2026-014	Uploaded Document Not Available
Complaint Related To Complaint Management	Forward To Support Team	Status Complaint is Closed

Initial Observation: Customer reported that the submitted 8D attachment was not visible.

Complaint Details: Customer could not view the corrective-action attachment after submission.

Customer Complaint Reported by

Customer Name Apex Precision Components Pvt. Ltd.	Sub Customer Name Quality Assurance	Reported By Quality Team
Reported Person Email quality@apexprecision.example	Reported Person Contact No 080-4000-2200	Contact Reference Email

Step-2 Customer Complaint Review & Assign

Complaint Valid? Yes	Review Status Completed	Category of Complaint Document Management
Sub Category Attachment Visibility		Review Date & Time 18/09/2026 11:00:00

Team Leader			
SI No	Unit	Department	Person Responsible
1	BENGALURU	Quality Assurance	Support Team

Target Date: 18/09/2026 00:00:00

Assign Remark: Review completed

Team Formation			
Correction Team	Support Team	Correction Team Date	18-09-2026
Corrective Action Team	QA Team	CA Team Date	18-09-2026
Customer Team	Quality Assurance		

Complaint Handled By : Support Team

Step-3 Immediate Action / Containment Action

Details of Immediate Action: Attachment reprocessed and visibility verified.		
Completed Date & Time 18/09/2026 10:45:00	Resources Required Support logs	Notified To Support Team
Uploaded Documents Not Available		

Containment Action Details					
SI No	Stock In	Quantity	Changes Done	Action Taken	Date & Time
1	Customer Record	1	No	Reprocessed	18/09/2026 10:45

Step-4 Root Cause Analysis

Started on 18/09/2026 11:15:00	RCA Technique 5 Why Analysis	Reported by QA Team
RCA Details Attachment reference was not refreshed after closure.	Reported Date 18/09/2026 11:15:00	Uploaded Documents Not Available

Step-5 Corrective Action

Corrective Action Details Attachment refresh and validation completed.
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Notified / Completed Date 18/09/2026 12:00:00	Uploaded Documents Not Available
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Product / Process Document Changed						
SI No	Document	Others	Changes	Date	Document No	Attachment
1	8D Report	Attachment Ref.	Yes	18/09/2026	DC-RIM-001	Not Available

Step-6 Preventive Action

Failure May Occur in Other Areas? No	Preventive Action Date 18/09/2026	Reasons for No Occurrence Checklist updated
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Step-7 Closure

Closed? Yes	Closed By QA Team	Closure Date 18/09/2026	Closure Remark Verified
Closure Comment: Customer confirmed visibility of the 8D attachment.			

Step-8 Team & Individual Recognition

SI No	Employee	Contribution	Remarks
1	Support Team	Issue resolved and validated	