



Complaint Number: 100739

Report 8D

Generated By: Paola Baglione

Generated On: 27 Sep 2011

I. COMPLAINT INFORMATION

Origination Date	12 Jul 2011		
Sales Name	Teresa Hajec	Sales Office	Mannheim
Telephone		Fax Number	
Email	teresa.hajec@scapa.com		
Customer Complaint Ref	Complaint 60-11 4970010300		
Customer Name	Sews-Cabind Poland		
SAP Customer Number	104745	Customer Order N°	
Customer Part Number	4970010300		

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9301104988	Invoice Date	08 Jun 2011
- Material	103078	Batch	
Material Description			
2702 Black 19mm x 33m Scapa Towerpa Auto			

2) Problem Description

Several layers are unstick during unrolling the tape, also surfacing with glue aren't stable - attached photos.

Actions Requested From The Customer

3) Containment Actions

Actually, there are not corrective actions.

The issue could be generated by a punctual migration of plasticizers from the film.

We had a meeting with our supplier.

The result is:

Their calendering process can generate randomly very small parts of the sheet with not consistent planarity, even if the thickness is always in the required tolerances.

This is a natural behaviour in the calendering process.

We recommended the supplier to improve their internal preventive maintenance on calender line.

We are unable to control 2 / 4 m involved in the complaint (different planarity but they are always within the required thicknesses) of 60,000 m / linear production in 20 hours.

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Paola Baglione"/>		
Team Leader	<input type="text" value="cmutti"/>		
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text"/>
		Dispose The Goods	<input type="text"/>
Comments	<input type="text" value="The evaluation is valid also for the add of 720 m/lin of this complaint."/>		

1) Analysis

<input type="text" value="Planarity inconsistency on the pvc film could generate air bubbles and lifting on the tape.(the thickness is within the purchase specs. but it is no constant in some areas on the complete sheet width)."/>	
Author	<input type="text" value="Claudio Mutti"/>
Date	<input type="text" value="15 Jul 2011"/>

2) Root Causes

<input type="text" value="There are not any corrective actions in reality."/>	
<input type="text" value="The issue could be generated by a punctual migration of plasticizers from the film."/>	
Author	<input type="text" value="Claudio Mutti"/>
Date	<input type="text" value="15 Jul 2011"/>

3) Possible Solutions

<input type="text" value="There are not any corrective actions in reality."/>	
<input type="text" value="The issue could be generated by a punctual migration of plasticizers from the film."/>	
Author	<input type="text" value="Claudio Mutti"/>
Date	<input type="text" value="15 Jul 2011"/>

4) Implemented Perm Corrective Actions

<input type="text" value="There are not any corrective actions in reality."/>	
<input type="text" value="The issue could be generated by a punctual migration of plasticizers from the film."/>	
Author	<input type="text" value="Claudio Mutti"/>
Date	<input type="text" value="15 Jul 2011"/>
Estimated Date	<input type="text"/>
Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>

5) Corrective Actions Validation

<input type="text"/>	
Author	<input type="text"/>
Date	<input type="text"/>

6) Preventive Actions

There are not any corrective actions in reality.

The issue could be generated by a punctual migration of plasticizers from the film.

Author	Claudio Mutti	Date	15 Jul 2011
Estimated Date		Implementation Date	
Validation 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