



Complaint Number: 100391

Report 8D

Generated By: Lynn Cartwright

Generated On: 22 Aug 2011

I. COMPLAINT INFORMATION

Origination Date	10 May 2011		
Sales Name	Scapa Interco	Sales Office	
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	Scapa Tapes Malaysia Sdn. Bhd.		
SAP Customer Number	117231	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100235023	Invoice Date	24 Nov 2010
- Material	105800	Batch	B313
Material Description			
3124 White Log 5mm x 1110mm x 12m			

2) Problem Description

Patches of material for the 3124, item 105800 has no adhesive.

Actions Requested From The Customer

The product is a key product for the customer and this is the second time in a few months that this has happend. Customer would like to know what Scapa is doing to make sure that this does not happen again.

3) Containment Actions

To send them a replacement stock from another batch.

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>		
Date	<input type="text" value="08 Jun 2011"/>		
Process Owner	<input type="text" value="Veira Kan"/>		
Team Leader	<input type="text" value="jmangan"/>		
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text"/>
		Dispose The Goods	<input type="text"/>
Comments	<input type="text"/>		

1) Analysis

Returned sample roll (205mm wide) shows two 10mm strips where there is no adhesive. The areas of no adhesive coincide with dips in foam.	
Author	<input type="text" value="Terry O'Brien"/>
Date	<input type="text" value="13 Jun 2011"/>

2) Root Causes

Root cause is incorrect tension control causing the liner to stretch. This in turn leads to high and low points across the foam web. The low points are missed by the adhesive coating process.	
Author	<input type="text" value="Terry O'Brien"/>
Date	<input type="text" value="13 Jun 2011"/>

3) Possible Solutions

Use of 50micron film.	
Author	<input type="text" value="John Mangan"/>
Date	<input type="text" value="01 Aug 2011"/>

4) Implemented Perm Corrective Actions

Review the next run of this product and look at the tension settings on the coater. Depending on the results of this run, we may also trial a 50 micron liner.	
Author	<input type="text" value="John Mangan"/>
Date	<input type="text" value="01 Aug 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

Author		Date	
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