



Complaint Number: 100529

Report 8D

Generated By: Kerry Sykes
Generated On: 19 Jul 2011

I. COMPLAINT INFORMATION

Origination Date	22 Jun 2011		
Sales Name	Andrew Sampson	Sales Office	Ashton
Telephone	+44 (0)161 301 7400	Fax Number	+44 (0)161 301 7445
Email	andrew.sampson@scapa.com		
Customer Complaint Ref			
Customer Name	Flowstrip Limited		
SAP Customer Number	100009	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100243938	Invoice Date	03 Jun 2011
- Material	114404	Batch	
Material Description			
3120 Silver 1230mm x 750m Plain			

2) Problem Description

Each jumbo is displaying uneven tension, marks/creases/folds and peaks and troughs across the very soft surface (see attached photos). As soon as we present these for re-wind I'll revert with our findings.

Another email Attached

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Kerry Sykes"/>		
Team Leader	<input type="text" value="pbarrow"/>		
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

The customer is complaining in respect of Scapa 3120 silver 1230mm x 750m jumbo rolls (item 114404) due to "Each jumbo is displaying uneven tension, marks/creases/folds and peaks and troughs across the very soft surface".

This concern relates to three jumbo rolls of 114404, supplied via Scapa Sales order 551161/10. The affected batch is 14778 made on 01.06.2011.

Photos provided from the customer show creasing and softness on the outside of the jumbo rolls supplied.

It is understood that the customer will advise and confirm if any material is lost from these jumbos, following presentation to their conversion activity.

The creasing observed is due poor winding at take-up stage, and should affect only the outer turns of the jumbo (should be 20m to 50m per jumbo).

Update 18/07/2011: Customer Care advises that the customer has incurred no loss, following presentation to their conversion activity.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="13 Jul 2011"/>
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2) Root Causes

The creasing observed is due poor winding at take-up stage, and should affect only the outer turns of the jumbo (maybe 20m to 50m per jumbo).

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="13 Jul 2011"/>
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3) Possible Solutions

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Author	<input type="text"/>	Date	<input type="text"/>
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4) Implemented Perm Corrective Actions

1. Quality alert issued to Operatives to ensure cloth and film are aligned to help negate creasing in subsequent jumbo.

2. Contact roller introduced; applied to the jumbo roll with pressure to remove help air buckles from the surface and thereby reduce creasing.

3. New bowed rollers have been ordered and fitted, and should aid removal of creasing during take-up activity for 3120. These may need some optimization to give best benefits to Scapa 3120.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="13 Jul 2011"/>
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Estimated Date	<input type="text" value="18 Jul 2011"/>	Implementation Date	<input type="text" value="18 Jul 2011"/>
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Validation Date

18 Jul 2011

5) Corrective Actions Validation

The above corrective actions have been implemented.

Please refer to the presentation attached to the Scapa complaints system.

The above actions should help give tighter control for this concern.

Author

Philip Ward

Date

13 Jul 2011

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