



Complaint Number: 101087

Report 8D

Generated By: Kerry Sykes
Generated On: 28 Sep 2011

I. COMPLAINT INFORMATION

Origination Date	01 Sep 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	9100246636	Invoice Date	03 Aug 2011
- Material	114637	Batch	
Material Description			
3160 Black 1220mm x 1400m Plain			

2) Problem Description

Hi Kerry,

Problems encountered with:

3160 black
BN 15369/2
Order 14970
Delivery note 9100246636

Mis-aligned material, creasing/folded material, differential tension across the width, peaks and troughs across the surface, delamination, ripping out and misaligned cloth .

Loss of yield 90m for which debit note 2685 raised.

Why are these defects apparent, and what corrective actions are being implemented?

Problems encountered with:

3160 black

BN 15370/2

Order 14970

Delivery note 81059226

Missing adhesive, delamination, ripping out, differential tension, badly marked surface. Loss of yield 50m added onto Debit note 2685

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

Customer is complaining in respect of Scapa 3160 black 1400m jumbo roll (item 114637) due to delamination/ripping-out, misaligned material, distorted fabric construction and creases & folds.

The affected material is from roll batches number 15369/2 & 15370/2. The affected rolls were made during a production run of SPL jumbo rolls 01/08/2011 & 02/08/2011. Seven x 1400m jumbo rolls of 114637 were supplied via Scapa sales order 564513/10 (9800m). The customer is claiming for a total of 140m due to loss of yield. Photos provided by the customer confirm the concerns they have experienced.

Can Customer Care please arrange suitable credit for the affected material, due to loss of yield as experienced by the customer.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="28 Sep 2011"/>
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2) Root Causes

The delamination and ripping out effects observed by the customer are likely to be due to brief misfeed of resin into the adhesive, causing a localized patch of high adhesion that resulted in the effects as observed.

Cloth alignment issues are likely due to the width of the LDPE film varying within the input roll, as supplied to Scapa.

Issues due to distorted fabric construction are likely due to the cloth supplied to Scapa e.g. variable construction within the jumbo roll or snagging due to poor edge of input roll causing distortion.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="28 Sep 2011"/>
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3) Possible Solutions

1. Brief all of the Adhesive Coating Line crews for the concerns being experience by Flowstrip
2. Review Resin feed system for functionality and check for potential errors.
3. Compile comprehensive action plan to address all concerns/problems being experienced by Flowstrip.
4. Complaint to be raised with LDPE film supplier for variable film width.
5. Complaint to be raised with cloth supplier for poor construction.

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4) Implemented Perm Corrective Actions

1. Brief Adhesive Coating Line for the concerns being experience by Flowstrip. Done by site Quality Manager during weeks 38 & 39.
2. Resin feed system checked for functionality and appears to be OK. Brackets added to resin feed system to attempt to prevent clogging or loss of material. Done during week 38.
3. Compile comprehensive action plan to address all concerns/problems being experienced by Flowstrip. Action plan is currently being compiled.
4. Complaint raised with LDPE film supplier for variable film width (done week 38)
5. Complaint raised with cloth supplier for poor construction (done week 38).

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Estimated Date	28 Sep 2011	Implementation Date	28 Sep 2011
Validation Date	28 Sep 2011		

5) Corrective Actions Validation

Resin feed system checked for functionality and appears to be OK. Brackets added to resin feed system to attempt to prevent clogging or loss of material. Done during week 38.

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6) Preventive Actions

Comprehensive action plan to be compiled to address all concerns/problems being experienced by Flowstrip with Cloth SPL jumbos; actions to be referenced in complaint C101323 when available.

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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