



Complaint Number: 101135

Report 8D

Generated By: Debbie Haynes
Generated On: 21 Nov 2011

I. COMPLAINT INFORMATION

Origination Date	07 Sep 2011		
Sales Name	Jonathan Forster	Sales Office	Ashton
Telephone	+44 161 301 7472	Fax Number	+44 161 301 7445
Email			
Customer Complaint Ref			
Customer Name	JDR Cable Systems LTD		
SAP Customer Number	105228	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100246769	Invoice Date	05 Aug 2011
- Material	113294	Batch	
Material Description			
BT1 Black 75mm x 360m & 76idx560-630od			

2) Problem Description

Core protruding, not able to fit on machine. Tape not smooth on roll. Tape loose on rolls. Rippling effect on rolls. Batch 11.30 (see label attached, that was received 07.09.11).
Photos sent via e-mail to Paul Barrow/Phil Ward 05.09.11.

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="Beate Kniesel"/>				
Team Leader	<input type="text" value="pward"/>				
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text" value="Yes"/>	Dispose The Goods	<input type="text" value="No"/>
Comments	<input type="text"/>				

1) Analysis

The customer is complaining in respect of Scapa BT1 black 75mm x 360m pads (item 113294) due to pads having telescoped and rippling effect in the rolls (creasing).

The affected material is batch 11-30, and 631kg (understood to be 41 pads) is subject to concern. Photos have been kindly provided by the customer and show the problems with the material supplied.

The concern is in relation to Scapa sales order 564045/10, where a consignment of 4995kg was dispatched from Scapa Manchester on 04.08.2011 (material from batches 11-28, 11-29 & 11-30 was supplied).

Can Scapa Customer care please arrange for return of the affected material and suitable credit.

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

The telescoping and rippling observed on the affected pads may be due to the pads being cut from the jumbos too early. Therefore the bitumen would still be warm and soft; hence pads would readily telescope due to the winding tension used on the pad during conversion process. This appears to be an isolated incident with batch 11-30, as pads from batches 11-28 and 11-29 within this consignment are presumed to be satisfactory.

The affected pads would need inspecting by Scapa.

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Pads have been inspected following return to Scapa. The returned pads are in bad condition; they show distortion and are misshapen, which can give the creasing/rippling effect as seen within the pad. The pads would not have been wound by Scapa in this condition. Its is supposed these effects could have developed in the pad subsequent to the cutting activity, as the pads maybe soft due to them being cut too early from jumbos, or maybe the pads were not stored flat to maintain their shape. Scapa will introduce date stamp on jumbos to ensure the appropriate cooling period has elapsed before cutting into pads.

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

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

4) Implemented Perm Corrective Actions

1. Material at Scapa - check stock of item 113294: There is no stock of this item at Scapa Manchester available for checking. Other BT1 pads at Scapa have been checked and none have telescoped; all pads are flat with bookend finish.
2. Material at the customers premises: The customer has 631kg which has been uplifted by Scapa and is subject to credit.
3. Communication of concern within Scapa: Concern logged on Scapa Complaints system and alerted to Production and Quality Teams at site Complaints meeting. The returned pads have been shown to all relevant Production Supervision and Production Operatives, to clearly show the customers concern.
4. Telescoping/distortion: this could be due to the affected pads being cut from the jumbos too early. All jumbos are now date stamped to ensure the appropriate cooling period has elapsed before cutting into pads.

Author	Philip Ward	Date	13 Oct 2011
Estimated Date	16 Nov 2011	Implementation Date	16 Nov 2011
Validation Date	16 Nov 2011		

5) Corrective Actions Validation

All jumbos are now date stamped to ensure the appropriate cooling period has elapsed before cutting into pads. Subsequently, the pads should be stored flat on their cut edges in the original packaging and interleaved, until required for use.

Author	Philip Ward	Date	16 Nov 2011
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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