

Rapport 8D

Généré Par: Paola Baglione Généré Le: 21 Sep 2011

I. COMPLAINT INFORMATION / IDENTIFICATION DE LA RECLAMATION

Date De La Réclamation	21 Sep 2011				
Nom correspondant commercial	Thierry Derome	Sales Office (Bureau Commercial)	Mannheim		
Téléphone	+49 (0)171 3729520	No. Fax	-		
Email	thierry.derome@scapa.com				
Référence réclamation client					
Nom Du Client	Sews Cabind Maroc				
Numero De Client SAP	114263	N° Commande Client			
Rfrence Article Client					
1) Factures Et Article	s Sur La Réclamation				
(a) Numéro De Facture SAP	9301106054	Date De Facture	13 Jul 2011		
- Matériel	103078	Lot			
	Description Produit				
	2702 Noir 19mm x 33m Scapa Towerpac Auto				
	, ,				
2) Description Du Problème Identifié Par Le Client					
the rolls are sticked one to	the other.				
Please, see the photos.					
Actions demandées au client					
3) Actions Conservatoires Sur Le Process					

II. EVALUATION ET ACTIONS No Echantillons/Photos Reçus Date Responsable Processus Stefano Roncarolo Responsable Action cmutti Réclamation justifiée? Yes Retour marchandise No Destruction marchandise Commentaires 1) Analyse The rolls on the pictures are telescoped Stefano Roncarolo 21 Sep 2011 Auteur Date 2) Causes This issue could happen spotly due to the interaction between PVC film and adhesive. From technical point of view the product is ok (adhesion) but we know there are some difficult to use. Telescoping is the result of the interaction of several causes related to the elastic memory of the calendered soft pvc. Scapa is already using the best of the known self-adhesive tapes technology to avoid this undesired effect. The defect is not detectable on logs and the 100% of control on produced rolls is not possible, due also to negative cost effects. - A very small percentage of rolls, under stressed environmental conditions (e.g. during transport, stocking etc) can telescope. Auteur Stefano Roncarolo Date 21 Sep 2011 3) Solutions Possibles Corrective action in place since 2003: Check of 100 % batches of produced adhesive - Statistic test of accelerate simulation of environmental stress on 100% of produced pvc tapes batches. Curing process after pvc/adhesive coating. The target of the process is to reduce the elastic memory of the pvc and create the adhesive cross-link. Auteur Stefano Roncarolo Date 21 Sep 2011 4) Mise En Place Actions Correctives Permanentes Auteur Date Date Estimée Date De Mise En Place Date De Validation 5) Validation Des Actions Correctives

Date

Auteur

6) Actions Préventives

external factors that can generate it, e.g. long exposure at temperature 40°C (container on ship, harbour warehouses, customer					
warehouses etc).					
Auteur	Stefano Roncarolo	Date	21 Sep 2011		
Date Estimée	21 Sep 2011	Date De Mise En Place	22 Sep 2011		
Date De Validation	22 Sep 2011				
7) 14:	:				
7) Mise à Jour Docur	nentation				
(a) MSR					
Commenté?	No				
Référence		Date			
(b) Révision logigrammes/plans de surveillance/instructions de fabrication et de contrôle					
Commenté?	No				
Référence		Date			
(c) Révision AMDEC					
Commenté?	No				
Référence		Date			
(d) Spécification du client					
Commenté?	No				
Référence		Date			

The curing process can prevent the telescoping effect but Scapa cannot guarantee 100% of rolls free from this effect, due to the

8) Félicitations à Toute L'équipe