



Complaint Number: 101729

Report 8D

Generated By: Celine Mandon
Generated On: 15 Nov 2011

I. COMPLAINT INFORMATION

Origination Date	26 Oct 2011		
Sales Name		Sales Office	
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	Lear Corporation Hungary		
SAP Customer Number	109160	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200307472	Invoice Date	13 Oct 2011
- Material	117930	Batch	0000609576
Material Description			
572N Black 19mm x 25m Scapa Auto			

2) Problem Description

low adhesion but not on all the lenght + rolls unwind easily + bandage is not proper

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>				
Date	<input type="text" value="28 Oct 2011"/>				
Process Owner	<input type="text" value="Elisabeth Gouhier-Béraud"/>				
Team Leader	<input type="text" value="egouhier-beraud"/>				
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text" value="No"/>	Dispose The Goods	<input type="text" value="Yes"/>
Comments	<input type="text"/>				

1) Analysis

Traceability : Delivery note /batch number is related to a coating order number 21/09/11

analysis on samples under complaint available 29 octobre

Measurements

6 rolls have been tested :

Total thickness (specification 0.145-0.175 mm): Average 0.16 mm (from 0.13 à 0.19) - CONFORM

Adhesion on backing ASTM D1000 (>1.64N/cm)
average 0.99N/cm (0.86 to 1.21)
adhesion on steelASTM D1000 (>1.64N/cm)
average 1.56 N/cm (1.29 to 1.77)

OUT OF SPECIFICATION for ADHESION

Author	<input type="text" value="Elisabeth Gouhier-Béraud"/>	Date	<input type="text" value="15 Nov 2011"/>
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2) Root Causes

Possibles causes

Ponctual issue of manufacturing that lead to :

>> adhesion level of is too low (quantity coated / drying /)

>> release level too strong ; reasons quality of release : homogeneity of product - quantity - potential pollution)

Author	<input type="text" value="Elisabeth Gouhier-Béraud"/>	Date	<input type="text" value="15 Nov 2011"/>
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3) Possible Solutions

better control of manufacturing parameters (coating)

check list to set up Manufacturing order

>> Addition of cleaning of release tank

>> Addition of use of recent release (< 48H /)

>> use level sensor for adhesive coating tank and verify proper operation of adhesive level

>> speed control to make sure that drying is correct

Author	Elisabeth Gouhier-Béraud	Date	15 Nov 2011
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4) Implemented Perm Corrective Actions

check list to set up Manufacturing order

>> Addition of cleaning of release tank

>> Addition of use of recent release (< 48H /)

>> use level sensor for adhesive coating tank and verify proper operation of adhesive level

>> speed control to make sure that drying is correct

Author	Laurent Cerdan	Date	15 Nov 2011
Estimated Date	10 Oct 2011	Implementation Date	04 Oct 2011
Validation Date	15 Nov 2011		

5) Corrective Actions Validation

done

Author	Elisabeth Gouhier-Béraud	Date	15 Nov 2011
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6) Preventive Actions

Study possibility to increase globally the adhesion level of all manufacturing orders (long term action)

Author	Isabelle Rouzeval	Date	15 Nov 2011
Estimated Date	31 Dec 2012	Implementation Date	31 Dec 2012
Validation Date			

7) Review Of Documentation

(a) MSR

Reviewed?	No
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Reference		Date	
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(b) Flow chart, control plan, work inspection instructions

Reviewed?	No
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Reference		Date	
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(c) FMEA

Reviewed?	No		
Reference		Date	
(d) Customer specification			
Reviewed?	No		
Reference		Date	

8) Congratulate The Team