



Complaint Number: 100177

Report 8D

Generated By: Christine Hulme
Generated On: 01 Jul 2011

I. COMPLAINT INFORMATION

Origination Date	23 May 2011		
Sales Name	Daniel Ephgrave	Sales Office	Dunstable
Telephone	+44 1582 474 655	Fax Number	
Email	daniel.ephgrave@scapa.com		
Customer Complaint Ref			
Customer Name	Fresenius KabiDeutschland GmbH		
SAP Customer Number	116138	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100227507	Invoice Date	08 Jul 2010
- Material	131929	Batch	1926443
Material Description			
M9070 40mm x 44.8mm >11145N			

2) Problem Description

At removing the anti adhesive paper it was riven and parts of it were fixed at the glue. It was not possible to use the parts because they stuck together.

Actions Requested From The Customer

Credit
analysi of fault caused

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>				
Date	<input type="text" value="25 May 2011"/>				
Process Owner	<input type="text" value="Terry O'Brien"/>				
Team Leader	<input type="text" value="prochford"/>				
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

Initial sample returned.

Analysis done of 3 scenarios; complaint sample, retained sample from the complaint batch, current production.

FTIR analysis done on silicone paper shows no difference between the 3 specimens.

Peel adhesion done & no difference between current & retain sample, however the returned complaint sample shows a much higher release force.

Samples have been requested of each roll from the customer.

Awaiting samples.

Author	<input type="text" value="Simon Pearce"/>	Date	<input type="text" value="24 May 2011"/>
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2) Root Causes

Either the non-woven adhesive add on is higher
or the siliconised paper is not uniformly coated.

Author	<input type="text" value="Paul Rochford"/>	Date	<input type="text" value="10 Jun 2011"/>
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3) Possible Solutions

Refer complaint to the Supplier.

Author	<input type="text" value="Paul Rochford"/>	Date	<input type="text" value="14 Jun 2011"/>
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4) Implemented Perm Corrective Actions

Author	<input type="text"/>	Date	<input type="text"/>
Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>		

5) Corrective Actions Validation

Author		Date	

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