



Bericht 8D

Generiert Von: Ingrid Schneider
Generiert: 23 Nov 2011

I. REKLAMATIONS DATEN

Kreiert	04 Oct 2011		
Verkäufer Name	Francois Martin	Verkaufs Büro	Valence
Telefon	+33 3 85 23 06 07	Faxnummer	+33 3 85 23 06 08
Email	francois.martin@scapa.com		
Kunden reklamations ref			
Kundenname	Dantex Deutschland GmbH		
SAP Kundennummer	110720	Kunden Bestellnummer	
Teile Nr Des Kunden			

1) Rechnungen Und Artikel Dieser Reklamation

(a) SAP Rechnungsnummer	9350061849	Rechnungsdatum	31 May 2011
- Material	144643	Batch	2033789070
Materialbeschreibung			
43222 550? 940mm x 25m Mittel PE weiss			

2) Problembeschreibung

1. ☐ Too high tack: they claim against a too high initial tack with many difficulties to do correct re-positionning

2. ☐ Very high level of adhesion: they have damaged several plates (1.14mm) because of too high compared to what they received from us previously

3. ☐ Printing quality consistency: they are no more able to have a regular printing quality along the printing job, they needs to adjust constantly the set-up (pressure on printing machine) to be able to achieve a good print quality. They estimate that the thickness (or most likely hardness) of the foam is not consistent.

Aktion vom Kunde gefordert

Please can you check all the parameters of good and bad rolls in term of adhesion and also the batch origin of the foam in order to understand why these rolls present so different behaviour compared to previous delivery?

3) Sofort Maßnahmen Am Process

We collect sample of plates with adhesive on it, and you will be able to check that the tape is too strongly sticking on the plate.

And also "one good roll" of 43222 (according to the printing manager) and 3 bad rolls of 43222 which present all defect described above.

Photo of good and bad rolls sent by email to ES for traceability. It seems that bad rolls are coming from log slitted into 455mm by Dantex.

II. AUSWERTUNG UND AKTIONEN

Muster/Photo Erhalten	<input type="text" value="Yes"/>			
Datum	<input type="text" value="09 Oct 2011"/>			
Prozess Besitzer	<input type="text" value="Eberhard Sägewitz"/>			
Team Leiter	<input type="text"/>			
Ist Reklamation berechtigt ?	<input type="text" value="Yes"/>	Material retournieren	<input type="text"/>	Material vernichten
<input type="text"/>				
Bemerkungen				
<p>The specified values for this product are ok. So the complaint isn't justified as a M!.</p> <p>But we have seen that there can be an influence on customer plat over the time. This has to be investigated to find out causes and measures by our RD.</p>				

1) Analyse

4 rolls, 1 roll good sample (Batch 2033275 roll 049) 3 rolls bad samples (Batch 2033789 roll 070)
Results don't show a clear difference between good and bad samples with the specified values(see table enclosed) Additional tests tape pressed on RKW plate with a waiting time 5 kg 48 hours show a increasing of the peel adhesion with the bad rolls.

Autor	<input type="text" value="Eberhard Sägewitz"/>	Datum	<input type="text" value="19 Oct 2011"/>
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2) Ursache

The root causes are currently unknown to us and are subject to futher investigations. Beate Kniessel took the task to idenify the right adress within the organisation to drive the issue further.

Autor	<input type="text" value="Andreas Berginger"/>	Datum	<input type="text" value="07 Nov 2011"/>
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3) Mögliche Lösungen

Start a NPV/NPD to determinate the right parameters and actions

Autor	<input type="text" value="Andreas Berginger"/>	Datum	<input type="text" value="14 Nov 2011"/>
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4) Einführung Der Korrektur-Massnahmen

according to the outcome of the NPD/NPV process

Autor	<input type="text" value="Andreas Berginger"/>	Datum	<input type="text" value="14 Nov 2011"/>
Geschtztes Plannungsdatum	<input type="text" value="14 Nov 2011"/>	Implementierungs Datum	<input type="text" value="14 Nov 2011"/>
Validierungsdatum	<input type="text" value="14 Nov 2011"/>		

5) Korrekturmaßnahmen Validierung

lab control in accordance with amended specification

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6) Vorbeugende Massnahmen

customer testing to check the fit for use

Autor	Andreas Berginger	Datum	14 Nov 2011
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Geschätztes Planungsdatum	14 Nov 2011	Implementierungs Datum	14 Nov 2011
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Validierungsdatum	14 Nov 2011
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7) Überprüfung Der Dokumentation

(a) MSR

Zutreffend?	No
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Referenz		Datum	
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(b) Flussdiagramm, Arbeitsanweisungen

Zutreffend?	No
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Referenz		Datum	
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(c) FMEA

Zutreffend?	No
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Referenz		Datum	
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(d) Kunde Spezifikation

Zutreffend?	No
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Referenz		Datum	
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8) Gratuliere Dem Team