



Complaint Number: 101027

Report 8D

Generated By: Kerry Sykes
Generated On: 28 Sep 2011

I. COMPLAINT INFORMATION

Origination Date	23 Aug 2011		
Sales Name	Andrew Sampson	Sales Office	Ashton
Telephone	+44 (0)161 301 7400	Fax Number	+44 (0)161 301 7445
Email	andrew.sampson@scapa.com		
Customer Complaint Ref			
Customer Name	Flowstrip Limited		
SAP Customer Number	100009	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100246573	Invoice Date	02 Aug 2011
- Material	138653	Batch	
Material Description			
3159 Black 1220mm x 1400m Plain			

2) Problem Description

Hi Kerry,

Problems encountered with:

3159 black
BN 15327/1
Order 14954
Delivery note 9100246573

Badly marked, creased, uneven surface from start of unwind. Mis-aligned material, delamination, ripping out, missing PE laminate and adhesive, differential tension across the width all contributing to loss of yield.

Loss of yield 50m for which debit note 2683 raised.

Why are these defects within the jumbo, and what actions will be taken to prevent recurrence?

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="Kerry Sykes"/>		
Team Leader	<input type="text" value="pbarrow"/>		
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

Customer is complaining in respect of Scapa 3159 black 1400m jumbo roll (item 138653) due to delamination/ripping-out, misaligned material, missing PE laminate and adhesive, differential tension.

The affected material is batch number 15327/1, made on 27/07/2011. Twelve x 1400m jumbo rolls of 138653 were supplied via Scapa sales order 563955/10 (16800m). The customer is claiming for 50m due to loss of yield. Photos provided by the customer show delamination on their process.

Roll 15327/1 was first-off from a production run of 12 jumbo rolls for Flowstrip as manufactured on 27/07/2011.

Can Customer Care please arrange suitable credit for the affected material, due to loss of yield as experienced by the customer.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="28 Sep 2011"/>
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2) Root Causes

The delamination and ripping out effects observed by the customer are likely to be due to brief misfeed of resin into the adhesive, causing a localized patch of high adhesion that resulted in the effects as observed.

Roll 15327/1 was first-off from a production run of 12 jumbo rolls for Flowstrip as manufactured on 27/07/2011. This may explain the other issues as observed and experienced by the customer.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="28 Sep 2011"/>
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3) Possible Solutions

1. Brief all of the Adhesive Coating Line crews for the concerns being experience by Flowstrip
2. Review Resin feed system for functionality and check for potential errors.
3. Compile comprehensive action plan to address all concerns/problems being experienced by Flowstrip.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="28 Sep 2011"/>
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4) Implemented Perm Corrective Actions

1. Brief Adhesive Coating Line for the concerns being experience by Flowstrip. Done by site Quality Manager during weeks 38 & 39.
2. Resin feed system checked for functionality and appears to be OK. Brackets added to resin feed system to attempt to prevent clogging or loss of material. Done during week 38.
3. Compile comprehensive action plan to address all concerns/problems being experienced by Flowstrip. Action plan is being compiled – to include review of change-over protocols.

Author	Philip Ward	Date	28 Sep 2011
Estimated Date	28 Sep 2011	Implementation Date	28 Sep 2011
Validation Date	28 Sep 2011		

5) Corrective Actions Validation

Resin feed system checked for functionality and appears to be OK. Brackets added to resin feed system to attempt to prevent clogging or loss of material. Done during week 38.

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6) Preventive Actions

Comprehensive action plan to be compiled to address all concerns/problems being experienced by Flowstrip with Cloth SPL jumbos; actions to be referenced in complaint C101323 when available.

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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