



Complaint Number: 101089

## Report 8D

Generated By: Kerry Sykes  
Generated On: 18 Oct 2011

### I. COMPLAINT INFORMATION

Origination Date	01 Sep 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	9100247457	Invoice Date	24 Aug 2011
- Material	114404	Batch	
Material Description			
3120 Silver 1230mm x 750m Plain			

#### 2) Problem Description

Hi Kerry,

Problems encountered with the following:

3120 silver  
BN 15594/3  
Order 15087  
Delivery note 81063132

Differential tension, creased/overlapped and folded material, badly marked surface. We observed no creasing during the first few revolutions during unwind, and then the creasing/folds are evident.

Loss of yield 40m, for which debit note 2686 raised. The tension setting wasn't written on the batch ticket. Has the tension profile setting changed – previous setting was PT10-04?

Please confirm root cause and corrective actions.

[illegible]

Hi Kerry,

### Problems encountered with:

3120 silver  
BN 15596/2  
Order 15087  
Delivery note 81063132

Again, differential tension, creasing/overlapped material, and folded material, and also missing/patchy adhesive (Banbury fault??).

Loss of yield 40m, added onto Debit note 2686.

Please confirm root cause and corrective actions.

[illegible]

### Problems encountered with:

3120 silver  
BN 15594/4  
Order 15087  
Delivery note 81063132

Differential tension, creasing/overlapped material, and folded material, ripping out and delamination. As you're aware numerous emails have been sent to you in relation to this current batch. The defects that we're encountering seem to more than a 'blip'. What is happening???

Loss of yield 75m included on debit note 2686.

All of these problems are having a significant negative impact on our capacity, and understandably, I'm keen to gain an insight as to how these defects have occurred and what you are doing to address them.

I've asked for information previously in relation to root cause and corrective action(s) (for complaints relating to 3120, 3159 and 3160), however, no information received.

I'd be grateful if you could please confirm root cause and corrective actions

[illegible]

Hi Kerry,

Problems encountered with:

3120 silver  
BN 15597/3  
Order 15087  
Delivery note 81063132

Kerry, could you please ensure someone contacts me to confirm root cause and corrective actions.

[illegible]

Again, problems encountered with:

Again, differential tension, creasing/overlapped material, and folded material.

Kerry, could you please ensure someone contacts me to confirm root cause and corrective actions.

[illegible]

### Problems encountered with:

Again, differential tension, creasing/overlapped material, badly marked surface and folded material. Loss of yield 50m added onto Debit note 2686.

[illegible]

Problems encountered with the following:

Again, differential tension, creasing/overlapped material, and folded material. Loss of yield 25m added onto Debit note 2686.

\*\*\*\*\*

Hi,

### Problems encountered with:

3120 silver

BN 15598/1

Order 15087

Delivery note 81063132

Firstly, why is the 'BON' material present? Our operators spotted this as they were observing the wind. Again, differential tension, creasing/overlapped/mis-aligned material, badly marked surface and folded material. Loss of yield 100m added onto Debit note 2686.

Please investigate and revert with details on root cause and corrective actions.

\*\*\*\*\*

Hi,

### Problems encountered with:

3120 silver

BN 15593/1

Order 15087

Delivery note 81063132

Inconsistent adhesive (sample will be posted to you), differential tension, overlapped/mis-aligned material, badly marked surface and folded material. Loss of yield 25m added onto Debit note 2686.

[illegible]

3120 silver

BN 15602/1

Order 15087

Delivery note 81063132

Differential tension, creasing/overlapped/mis-aligned material, badly marked surface and folded material. Loss of yield 50m added onto Debit note 2686.

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3120 silver

BN 15596/1

Order 15087

Delivery note 81063132

Again, differential tension, creasing/overlapped material, and folded material. Loss of yield 50m, added onto Debit note 2686.

### Actions Requested From The Customer

3) Containment Actions

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## 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

The customer is complaining in respect of Scapa 3120 silver 1230mm x 750m jumbo rolls (item 114404) due to (1) creasing & folds, (2) material within jumbos that is labeled 'bon', and (3) a plastic inclusion that was included in a jumbo.

Photos provided from the customer show (1) creasing and softness on the outside of the jumbo rolls supplied; and (2) inclusion of material that is labeled 'bon', which was present within the substrate material. Also, sample provided shows (3) a plastic inclusion that was included in a jumbo, which was present within the substrate material.

This concern relates to a consignment of thirty two jumbo rolls of 114404, supplied via Scapa Sales order 568853/10 (24000m) that were made on 22/08/2011. It is understood that the customer has experienced a loss of yield of 705m from this consignment; can Customer Care please arrange suitable credit for the affected material.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="11 Oct 2011"/>
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### 2) Root Causes

(1) Creases & folds: The creasing observed is due poor winding at take-up stage, and should affect only the outer turns of the jumbo (maybe 20m to 50m per jumbo).

(2) Jumbos with material labeled 'bon': this material was present in the master jumbo of substrate supplied to Scapa UK.

(3) Plastic inclusion with jumbo: this inclusion was present in the master jumbo substrate supplied to Scapa UK.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="11 Oct 2011"/>
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### 3) Possible Solutions

(1) Creases & folds: Contact roller to be introduced; to help remove air buckles from the surface and thereby reduce creasing. New bowed rollers have been ordered and fitted, and should aid removal of creasing during take-up activity for 3120.

(2) Jumbos with material labeled 'bon' (jumbo batch 15598/1): this material was present in the substrate supplied to Scapa UK. Scapa to forward this concern to our Supplier.

(3) Plastic inclusion with jumbo (jumbo batch 15593/1): this inclusion was present in the substrate supplied to Scapa UK. Scapa to forward this concern to our Supplier.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="11 Oct 2011"/>
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### 4) Implemented Perm Corrective Actions

(1) Creases & folds: Contact roller to be introduced; to help remove air buckles from the surface and thereby reduce creasing. New bowed rollers have been ordered and fitted, and should aid removal of creasing during take-up activity for 3120. These actions were completed during July 2011 following previous concern (C100529), prior to this material being run. It appears these controls have not been fully consistent, given the creasing and softness on the outside of the jumbo rolls supplied on this consignment. Therefore, currently Scapa's equipment is not consistently capable of removing all the creases from 3120

due to the nature of the substrate. Scapa has spent considerable time working with the wind up system trying to reduce the end creases. This is not a new issue and has been discussed before, during this process Scapa now adds an extra 20m to the 3120 jumbo as an interim.

(2) Jumbos with material labeled 'bon': this material was present in the master jumbo substrate supplied to Scapa UK.

Formal complaint C101377 was raised on our supplier and response has been subsequently provided to Flowstrip on 14/10/2011.

(3) Plastic inclusion with jumbo: this inclusion was present in the substrate supplied to Scapa UK. Formal complaint C101377 was raised on our supplier and response has been subsequently provided to Flowstrip on 14/10/2011.

Author	Philip Ward	Date	11 Oct 2011
Estimated Date	18 Oct 2011	Implementation Date	18 Oct 2011
Validation Date	18 Oct 2011		

## 5) Corrective Actions Validation

Creasing: The action from July 2011 appeared to initially offer some improvement in out turn creasing of 3120 jumbos; however, these controls appear not to have not been fully consistent, given the creasing and softness on the outside of the jumbo rolls supplied on this consignment .

Material labelled 'bon' & plastic inclusion: Formal complaint C101377 was raised on our supplier and response has been subsequently provided to Flowstrip on 14/10/2011.

Author	Philip Ward	Date	18 Oct 2011
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## 6) Preventive Actions

Scapa are to review the wind-up equipment to establish if any further enhancements can be made to reduce or eliminate outer-turn creasing on 3120 jumbos.

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Any activity for this issue will form part of an action plan to address all of Flowstrips concerns going forward.

Author	Philip Ward	Date	18 Oct 2011
Estimated Date	18 Oct 2011	Implementation Date	18 Oct 2011
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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
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Reference

Date

8) Congratulate The Team