



Complaint Number: 100643

## Report 8D

Generated By: Christine Hulme  
Generated On: 11 Jul 2011

### I. COMPLAINT INFORMATION

Origination Date	04 Jul 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	T G Eakin Ltd		
SAP Customer Number	123541	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100244654	Invoice Date	20 Jun 2011
- Material	146931	Batch	
Material Description			
3M 927 Gasket 184.1mm x 124mm TG EAKIN			

#### 2) Problem Description

PO 7285 Adhesive applied to incorrect side of the flange  
Replacement material urgently required.

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="05 Jul 2011"/>				
Process Owner	<input type="text" value="Christine Hulme"/>				
Team Leader	<input type="text" value="spearce"/>				
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text" value="Yes"/>	Dispose The Goods	<input type="text" value="No"/>
Comments	<input type="text"/>				

### 1) Analysis

Samples were received 05/07/2011. On inspection nothing could be concluded by a visual check. The part removed from the backing and there were no delamination by the adhesive from the film.

The customers complaint that we have used the wrong side of the film can not be verified by a visual check.

Author	<input type="text" value="Simon Pearce"/>	Date	<input type="text" value="05 Jul 2011"/>
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### 2) Root Causes

Customer supplied film was used incorrectly. The orientation of the roll was the wrong way round.

Clear plastic film is laminated onto a transfer tape. The carrier for the transfer tape is then stripped out and a 91 gsm paper inserted. Then the flanges "stamped out"

The clear plastic film has different coatings. Inside EVA finish. Outside Polyamide finish.

The film was fed onto the Adhesive EVA side.

The setter was unaware that there were two different finishes. But thought he was looking for the side with the best adhesion. So once that he had looked at the film and tested with tape he chose the EVA side incorrectly.

Apparently we have had this problem before in 2007. A handwritten note was put into the Quality pack from Eakins Aaron Hewitt Stating that EVA was on inside and polyamide on the outer. Adhesive should be applied to the outer side. This note was lost in the melee of documents that were in the item pack from its inception.

We have run this item 5-6 times since then with no problem.

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### 3) Possible Solutions

1) The customer supplied film needs to be marked up by the customer which indicates which side should be coated.

2) A positive release system needs to be put in place by quality to ensure that even if the customer states "Coat the outside" This is double checked by us before manufacture. E-Mail Sent to quality Adrian Mansell to Action this.

3) The item pack has been audited and any unnecessary paperwork removed.

4) The quality pack has been updated. IE check sheets. Photographs.

5) Notes have been put on the order.

6) Operators have been briefed.

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#### 4) Implemented Perm Corrective Actions

ITEM 2-3-4-5-6 have been carried out.

ITEM 1 E-Mail sent to customer services.

1)The customer supplied film needs to be marked up by the customer which indicates which side should be coated.

The customers supplier ,Flextrus,of 18241 have been asked by them to clearly indicate it on future reels.

2)Quality have set item 18241 Tape Clear EVA 230mm x 400m to "Q" on delivery and can not be released without their consent.

3)The item pack has been audited and any unnecessary paperwork removed.

4)The quality pack has been updated .IE. Check sheets.Photographs.

5)Notes have been put on the order.

6)Operators have been briefed.

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Estimated Date	11 Jul 2011	Implementation Date	11 Jul 2011
Validation Date			

#### 5) Corrective Actions Validation

Author		Date	
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#### 6) Preventive Actions

As set out in permanent corrective actions

ITEM 2-3-4-5-6 have been carried out.

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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?

Yes

Reference

Flange -02a

Date

05 Jul 2011

## 8) Congratulate The Team