



Complaint Number: 101377

## Report 8D

Generated By: Kerry Sykes  
Generated On: 14 Oct 2011

### I. COMPLAINT INFORMATION

Origination Date	26 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

Problems encountered with:

3120 silver  
BN 15595/1  
Order 15087  
Delivery note 81063132

(3120 silver BN 15598/1), there is once again 'BON' marked material present – why?

Differential tension, creasing/folds, badly marked surface

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<div>Yes</div>		
Date	<div>26 Sep 2011</div>		
Process Owner	<div>Il-soo Choi</div>		
Team Leader	<div>ISChoi</div>		
Is Complaint Valid?	<div>Yes</div>	Return The Goods	<div></div>
		Dispose The Goods	<div></div>
Comments	<div></div>		

1) Analysis

"BON" printed tape was detected in cloth fabric.

Plastic (PE) inclusion.

Author	<div>Il-soo Choi</div>	Date	<div>27 Sep 2011</div>
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2) Root Causes

"BON" tape

"BON" printed tape was detected in cloth fabric.  
Fabric supplier used an inappropriate splicing tape.

Plastic (PE) inclusion

Insufficient temperature standard management.  
Temperature of cooling roller in PE coating line, is higher than standard.  
A scrap of PE was sticking to cooling roller and got into the product.

Author	<div>Il-soo Choi</div>	Date	<div>12 Oct 2011</div>
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3) Possible Solutions

Author	<div></div>	Date	<div></div>
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4) Implemented Perm Corrective Actions

We informed our cloth fabric supplier that do not use "BON" printed tape as splicing tape and they'll use a suitable tape.  
Line worker and QC inspector will conduct incoming inspection and in-process inspection more closely.

Cooling system has been improved.  
Temperature of cooling roller is in the control of worker and inspector.

STK will compensate for the defective goods.

Author	<div>Il-soo Choi</div>	Date	<div>11 Oct 2011</div>
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Estimated Date		Implementation Date	13 Oct 2011
Validation Date	14 Oct 2011		

## 5) Corrective Actions Validation

Fabric supplier accpeted our complaint offer, they will use other transparent tape as splicing tape.

Coolant's temperature is lower than standard.

Author	Il-soo Choi	Date	14 Oct 2011
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## 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