



Complaint Number: 100375

Report 8D

Generated By: Lyndsey Cadwallader
Generated On: 16 Jun 2011

I. COMPLAINT INFORMATION

Origination Date	10 Jun 2011		
Sales Name	Thomas Drews	Sales Office	Mannheim
Telephone		Fax Number	
Email	thomas.drews@scapa.com		
Customer Complaint Ref			
Customer Name	Celdex		
SAP Customer Number	101813	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100238385	Invoice Date	08 Feb 2011
- Material	105750	Batch	
Material Description			
3099 Black Log 4.5mm x 1210mm x 15m			

2) Problem Description

Customer has had a complaint from their customer about the Scapa tape 105750 (PVC099 log 4.5x1280mmx15mtr (19.2M2).

The release paper on the tape will tear when you pull the release paper from the tape and will stick on the tape.

Samples will be sent back to Paul asap

Actions Requested From The Customer

Corrective actions

3) Containment Actions

Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>		
Date	<input type="text" value="14 Jun 2011"/>		
Process Owner	<input type="text" value="Paul Rochford"/>		
Team Leader	<input type="text"/>		
Is Complaint Valid?	<input type="text" value="No"/>	Return The Goods	<input type="text"/>
		Dispose The Goods	<input type="text"/>
Comments	<input type="text"/>		

1) Analysis

The two samples returned show paper nicks in the liner paper.
As this logs are converted by Celdex, this is due to their converting / cutting process.
Nicks in the paper will result in the paper tearing when it is removed.

The log core code K3P shows this product was made on 3rd Nov 2009, coating batch A367. Therefore this is very old stock.
The FINAT test of the paper batch 389570-22 was 1.432 N/25mm, a good release result.

Qualitative testing by QC lab & the Process Engineering Manager show no problems with pulling off the paper.

Complaint is unjustified and will be closed off.

Author	<input type="text" value="Paul Rochford"/>	Date	<input type="text" value="14 Jun 2011"/>
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2) Root Causes

<input type="text"/>			
Author	<input type="text"/>	Date	<input type="text"/>

3) Possible Solutions

<input type="text"/>			
Author	<input type="text"/>	Date	<input type="text"/>

4) Implemented Perm Corrective Actions

<input type="text"/>			
Author	<input type="text"/>	Date	<input type="text"/>
Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>		

5) Corrective Actions Validation

Author		Date	

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