



# Bericht 8D

Generiert Von: Petra Zawadski

Generiert: 03 Aug 2011

## I. REKLAMATIONSDATEN

Kreiert	13 Jul 2011		
Verkäufer Name	Gerd Lehner	Verkaufs Büro	Mannheim
Telefon	+49 8382 946293	Faxnummer	+49 8382 946185
Email	gerd.lehner@scapa.com		
Kunden reklamations ref			
Kundenname	JaBand GmbH		
SAP Kundennummer	111087	Kunden Bestellnummer	
Teile Nr Des Kunden			

### 1) Rechnungen Und Artikel Dieser Reklamation

### 2) Problembeschreibung

Customer claims the material must have been changed since May 2010. It doesn't self amalgate as before May 2010.

Batch 18431 (before May 2010) works well.

Batch 18624 doesn't work as expected and has wavy surface.

Batch 19382 doesn't work as expected, has nearly same surface as 18431 but is less sticky and isn't easy to self amalgate.

Aktion vom Kunde gefordert

Check why the tape are such differenrent.

### 3) Sofort Maßnahmen Am Process

sample pc will follow, all pictures sent to CH & PW

## II. AUSWERTUNG UND AKTIONEN

Muster/Photo Erhalten	<input type="text" value="Yes"/>			
Datum	<input type="text" value="01 Aug 2011"/>			
Prozess Besitzer	<input type="text" value="Philip Ward"/>			
Team Leiter	<input type="text" value="pward"/>			
Ist Reklamation berechtigt ?	<input type="text" value="Yes"/>	Material retournieren	<input type="text"/>	Material vernichten <input type="text"/>
Bemerkungen	<input type="text"/>			

### 1) Analyse

The customer is complaining in respect of Scapa 2501 25mm x 10m (item 142090) due to "Customer claims the material must have been changed since May 2010. It doesn't self amalgamate as before May 2010".

The customer has commented about three batches, as follows:

Batch 18431 (before May 2010) works well.

Batch 18624 doesn't work as expected and has wavy surface.

Batch 19382 doesn't work as expected, has nearly same surface as 18431 but is less sticky and isn't easy to self amalgamate.

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Three strip pieces from each batch was received at Scapa Manchester on 01/08/2011 (each piece was 25mm x 350mm approx); from these samples Scapa can only perform limited assessment for surface appearance (visual check), thickness of tape and measurement of the level of amalgamation.

The amalgamation tests on these returned samples were conducted using the enhanced amalgamation testing method ("turns test") to best assess the customers concern.

Please refer to separate test report for full details of testing & results (such is attached to the Scapa complaints system for reference).

Noting the results of the enhanced amalgamation ("turns test") testing:

- Scapa has noted a variation in the measured amalgamation between batch 18624 (perceived as poor) with a result of 3.6, and batch 18431 (perceived as good) with a result of 0.2. As suggested by the customers comments, batch 18624 was found to have a rough surface. Hence, the rough surface may account for any impairment in amalgamation properties as experienced by the customer.
- Scapa has noted there is no indicative variation in the level of amalgamation between batch 18431 and batch 18624 (results are 0.2 and 0.3 respectively). Both these batches would be expected give a void free, homogeneous wrap in use.

Autor	<input type="text" value="Philip Ward"/>	Datum	<input type="text" value="03 Aug 2011"/>
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### 2) Ursache

The poor amalgamation experienced by customer on batch 18624 is likely to be due to the rough surface finish. The amalgamation testing conducting by Scapa on the returned sample of this batch supports this. This appears to be an isolated issue and current 2501 does not have the same rough surface.

Autor	<input type="text" value="Philip Ward"/>	Datum	<input type="text" value="03 Aug 2011"/>
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### 3) Mögliche Lösungen

Autor		Datum	

### 4) Einführung Der Korrektur-Massnahmen

1. Returned samples viewed by Production & Quality team during site Complaints meeting.			
2. Test routine for 2501 has been upgraded to include enhanced amalgamation testing method ("turns test") which should detect any product with insufficient amalgamation properties.			
3. Current production for Scapa 2501 has been checked and none has the rough surface finish.			

Autor	Philip Ward	Datum	03 Aug 2011
Geschitztes Planungsdatum	03 Aug 2011	Implementierungs Datum	03 Aug 2011
Validierungsdatum	03 Aug 2011		

### 5) Korrekturmaßnahmen Validierung

Test specification 72501 issue 4 amended to include enhanced amalgamation testing method ("turns test")			
Document issued for use within the Scapa QC test regime for 2501.			

Autor	Philip Ward	Datum	03 Aug 2011
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### 6) Vorbeugende Massnahmen

Autor		Datum	
Geschitztes Planungsdatum		Implementierungs Datum	
Validierungsdatum			

### 7) Überprüfung Der Dokumentation

#### (a) MSR

Zutreffend?	No		
Referenz		Datum	

#### (b) Flussdiagramm, Arbeitsanweisungen

Zutreffend?	No		
Referenz		Datum	

#### (c) FMEA

Zutreffend?	No		
Referenz		Datum	

#### (d) Kunde Spezifikation

Zutreffend?	No		
Referenz		Datum	

8) Gratuliere Dem Team