



Complaint Number: 101211

## Report 8D

Generated By: Lynn Cartwright  
Generated On: 16 Dec 2011

### I. COMPLAINT INFORMATION

Origination Date	13 Sep 2011		
Sales Name	Martin Becker-Cable	Sales Office	Mannheim
Telephone	0049 4106 762636	Fax Number	0049 4106 626336
Email	martin.becker@scapa.com		
Customer Complaint Ref			
Customer Name	ABB AB		
SAP Customer Number	105303	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

#### 2) Problem Description

Folds in tape. See attached photos and complaint reports for full details.

#### Actions Requested From The Customer

Inform ABB within 10 days short-term actions and corrective actions

#### 3) Containment Actions

## II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>		
Date	<input type="text" value="21 Sep 2011"/>		
Process Owner	<input type="text" value="Simon Terry"/>		
Team Leader	<input type="text" value="sterry"/>		
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

A short section of tape was received which has fold. The fold runs at a diagonal to the tape. The nature of the fold suggests that this is a distortion from the primary winding process.

During todays production campaign of WSCM200, folds were observed at the winding process. The fold appear random related to the specific rollin process and only occur at the primary widing station prior to transfer to the main winding station.

Author	<input type="text" value="Simon Terry"/>	Date	<input type="text" value="21 Sep 2011"/>
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### 2) Root Causes

Preliminary analysis suggests the root cause is a combination of material gauge and rewind shaft deflection related to the fundamental design of the winder.

Author	<input type="text" value="Simon Terry"/>	Date	<input type="text" value="23 Sep 2011"/>
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### 3) Possible Solutions

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Author	<input type="text"/>	Date	<input type="text"/>
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### 4) Implemented Perm Corrective Actions

We have completed phase 1 of a 2 [hase redesign of the winder system. The winder primary shaft clamps have been replaced with more robust units that hold the rewind shaft in place eliminating some of the missalignment that contributes to folding.

Phase 2 will require reprogramming the winder to reduce the amount f downforce to reduce shaft delflection that contributes to folding.

Phase 2 shoud be complete by end of February ready for the likely next campaign of WSCM200.

Author	<input type="text" value="Simon Terry"/>	Date	<input type="text" value="30 Nov 2011"/>
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Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
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Validation Date	<input type="text"/>
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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