



Rapport 8D

Généré Par: Eveline Rochegude
Généré Le: 13 Jul 2011

I. COMPLAINT INFORMATION / IDENTIFICATION DE LA RECLAMATION

Date De La Réclamation	11 Jul 2011		
Nom correspondant commercial	Benoît Garnier	Sales Office (Bureau Commercial)	Valence
Téléphone	+33 (0)4 75 44 80 00	No. Fax	-
Email	benoit.garnier@scapa.com		
Référence réclamation client			
Nom Du Client	Cad		
Numero De Client SAP	107143	N° Commande Client	
Rfrence Article Client			

1) Factures Et Articles Sur La Réclamation

(a) Numéro De Facture SAP	9200282724	Date De Facture	29 Nov 2010
- Matériel	112997	Lot	
Description Produit			
0485 Ambre 0.4mm x 25mm x 30m			

2) Description Du Problème Identifié Par Le Client

The product liquefies as you can see it on the sample of cover sent by the customer.

The product is used to join covers plastic, beforehand cleaning with IPA.

Covers are hung from several meters high in stores (thus inside), no direct exposure to ultraviolet rays.

It is not the first time that happens and the customer was obliged to begin again to join the covers (total surface 220m²)

Actions demandées au client

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II. EVALUATION ET ACTIONS

Echantillons/Photos Reçus	<input type="text" value="No"/>		
Date	<input type="text"/>		
Responsable Processus	<input type="text" value="Eveline Rochegude"/>		
Responsable Action	<input type="text"/>		
Réclamation justifiée?	<input type="text" value="No"/>	Retour marchandise	<input type="text"/>
		Destruction marchandise	<input type="text"/>
Commentaires	<input type="text"/>		

1) Analyse

The customer is complaining in respect of Scapa 0485 Amber 0.4mm x 25mm x 30m (item 112997), due to "The product liquefies as you can see it on the sample of cover sent by the customer. The product is used to join covers plastic, beforehand cleaning with IPA"

As part of the customers manufacturing activity, it is understood that the 0485 product is used in an environment where it is exposed to a solvent (IPA, iso propyl alcohol) and its fumes.

Scapa would not recommend using 0485 in any environment where this product would be exposed to solvent fumes. This is stated on the Scapa Technical Data Sheet for this product: "The product must be protected from dust, heat, moisture, direct sunlight and solvent fumes". As Scapa 0485 is a rubber-resin adhesive strip, any exposure to solvent and or its fumes would lead to softening or even dissolution.

Therefore, this complaint is deemed as not valid.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="13 Jul 2011"/>
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2) Causes

<input type="text"/>			
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Auteur	<input type="text"/>	Date	<input type="text"/>
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3) Solutions Possibles

<input type="text"/>			
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Auteur	<input type="text"/>	Date	<input type="text"/>
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4) Mise En Place Actions Correctives Permanentes

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Auteur	<input type="text"/>	Date	<input type="text"/>
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Date Estimée	<input type="text"/>	Date De Mise En Place	<input type="text"/>
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Date De Validation	<input type="text"/>
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5) Validation Des Actions Correctives

Auteur		Date	

6) Actions Préventives

Auteur		Date	
Date Estimée		Date De Mise En Place	
Date De Validation			

7) Mise à Jour Documentation

(a) MSR

Commenté?	No		
Référence		Date	

(b) Révision logigrammes/plans de surveillance/instructions de fabrication et de contrôle

Commenté?	No		
Référence		Date	

(c) Révision AMDEC

Commenté?	No		
Référence		Date	

(d) Spécification client

Commenté?	No		
Référence		Date	

8) Félicitations à Toute L'équipe