



Complaint Number: 100641

## Report 8D

Generated By: Christine Hulme  
Generated On: 18 Jul 2011

### I. COMPLAINT INFORMATION

Origination Date	04 Jul 2011		
Sales Name	Mark Jones	Sales Office	Ashton
Telephone	07919005137	Fax Number	
Email	mark.jones@scapa.com		
Customer Complaint Ref			
Customer Name	B Braun Hospicare		
SAP Customer Number	116115	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100243753	Invoice Date	31 May 2011
- Material	151446	Batch	3402-09
Material Description			
M4005 R800-142E Cast Lnr in place 190mm			

#### 2) Problem Description

Material not attached to cores so Braun are unable to control the tension on the Mark Andy machine, causing movement in the dressings.

Lengths of rolls are 52-57mts & 79mts cusing extra work & lost time & 20-25 reject dressings due to material joints.

Please ensure rolls have maximum length as possible on each roll.

Actions Requested From The Customer

#### 3) Containment Actions

## II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>				
Date	<input type="text" value="05 Jul 2011"/>				
Process Owner	<input type="text" value="Christine Hulme"/>				
Team Leader	<input type="text" value="abuffon"/>				
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text" value="No"/>	Dispose The Goods	<input type="text" value="Yes"/>
Comments	<input type="text"/>				

### 1) Analysis

wind on roll at core has seperated during slitting process.Short Roll lengths due to incoming material (67027)produced at short length, rolls length shortened in order to utilise the incoming roll length. Roll length is stated as a nominal roll length not a specific roll length.

Author	<input type="text" value="Ken Potter"/>	Date	<input type="text" value="07 Jul 2011"/>
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### 2) Root Causes

loose wind on supplied log, not marked up correctly.  
Short length due to input roll length being short and utilisation of input roll in order to reduce waste.Due to weight/material handling 80lmts was proposed and adopted since Feb 2010. 80 lmts is a target length but due to the bespoke nature of the product i.e only for this customer sometimes short lengths are inevitable.

Author	<input type="text" value="Andy Bufton"/>	Date	<input type="text" value="07 Jul 2011"/>
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### 3) Possible Solutions

Line notes on production order for parent stating start up and tension control in place. Only 1 log from a total of 12 logs effected and no previous complaints so process considered effective. Operators for the 1 log under comoplaint to be made aware of problem. Slitting to inspect rolls fror loose wind and if found, reject rolls at point of slitting and raise internal complaint , not send material to customer.

Author	<input type="text" value="Ken Potter"/>	Date	<input type="text" value="08 Jul 2011"/>
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### 4) Implemented Perm Corrective Actions

Line notes on production order for parent stating start up and tension control in place. Only 1 log from a total of 12 logs effected and no previous complaints so process considered effective. Operators for the 1 log under comoplaint to be made aware of problem. Slitting to inspect rolls fror loose wind and if found reject rolls at point of slitting and raise internal complaint , not send material to customer

Author	<input type="text" value="Ken Potter"/>	Date	<input type="text" value="08 Jul 2011"/>
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Estimated Date	<input type="text" value="08 Jul 2011"/>	Implementation Date	<input type="text" value="08 Jul 2011"/>
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Validation Date	<input type="text"/>
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## 5) Corrective Actions Validation

Checked line notes

Briefed operators

Author

Ken Potter

Date

08 Jul 2011

## 6) Preventive Actions

Line notes on production order for parent stating start up and tension control in place. Only 1 log from a total of 12 logs effected and no previous complaints so process considered effective. Operators for the 1 log under complaint to be made aware of problem. Slitting to inspect rolls for loose wind and if found reject rolls at point of slitting and raise internal complaint , not send material to customer

Author

Ken Potter

Date

08 Jul 2011

Estimated Date

08 Jul 2011

Implementation Date

08 Jul 2011

Validation Date

08 Jul 2011

## 7) Review Of Documentation

(a) MSR

Reviewed?

No

Reference

Date

(b) Flow chart, control plan, work inspection instructions

Reviewed?

Yes

Reference

production order notes

Date

08 Jul 2011

(c) FMEA

Reviewed?

No

Reference

Date

(d) Customer specification

Reviewed?

Yes

Reference

J Hopkins proposal Feb 2010

Date

01 Feb 2010

## 8) Congratulate The Team