



Complaint Number: 101551

## Report 8D

Generated By: Lynn Cartwright  
Generated On: 26 Oct 2011

### I. COMPLAINT INFORMATION

Origination Date	10 Oct 2011		
Sales Name	Scapa Interco	Sales Office	
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	Scapa (Shanghai) Int Trading Co Ltd		
SAP Customer Number	126495	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100242629	Invoice Date	06 May 2011
- Material	137275	Batch	
Material Description			
2517 Black 1150mm x 200m Jumbo (Nominal)			

#### 2) Problem Description

During the re-winding process for the 2517, we found there were some scab defect problem on the Ethylene Propylene Rubber layer. At the same time, these scab also caused the wrinkle problem. The roll No. for this jumbo is 4583, and calendered date was 27 Apr. 2011. The total influenced volume is about 60m length. Could you pls help to transfer it to the QA/QC department to investigate and treat in the factory?

Actions Requested From The Customer

3) Containment Actions

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## II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Lynn Cartwright"/>		
Team Leader	<input type="text" value="pward"/>		
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

The customer is complaining in respect of Scapa 2517 black 1150mm x 200m jumbo (item 137275) due to holes in the sheet. It is understood that 60m from one jumbo is affected, from batch 4583 which was made on 27.04.2011. The concern relates to one jumbo roll of 2517 that was supplied as part of a consignment of forty jumbos rolls provided via Scapa sales order 538759/10, which was dispatched from Scapa Manchester on 06/05/2011. Photographs provided by the customer confirm the concern.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="21 Oct 2011"/>
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### 2) Root Causes

The holes in the 2517 sheet as observed by the customer are likely to be due to the sheeting sticking to the Calender bowls, hence causing the hole in the sheeting as observed within the affected jumbo. The shape of the hole appears to support this. This should be an isolated issue, and only a limited amount of material would be affected within the consignment.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="21 Oct 2011"/>
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### 3) Possible Solutions

1. Quality to review this concern with relevant Production area.
2. Modify production process to reduce sticking of the compound on the Calendar bowls.

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### 4) Implemented Perm Corrective Actions

1. Quality have reviewed this concern with relevant Production area. Production could consider isolating Jumbos that are similarly affected and retain such for in-house conversion.
2. Production process has subsequently modified to reduce sticking of the compound on the Calendar bowls. The manufacturing settings have been updated and thereby holes sheeting in sheeting should not occur.

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Estimated Date	<input type="text" value="21 Oct 2011"/>	Implementation Date	<input type="text" value="21 Oct 2011"/>
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Validation Date	<input type="text" value="21 Oct 2011"/>
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## 5) Corrective Actions Validation

Production process has subsequently modified to reduce sticking of the compound on the Calendar bowls, and thereby holes sheeting in sheeting should not occur.

No subsequent concerns noted at PIB logging for holes in sheet at Scapa Manchester.

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## 6) Preventive Actions

Production could consider isolating Jumbos that are similarly affected and retain such for in-house conversion.

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Another option would be to consider the fitting and use of sensor device on the manufacturing process, to detect holes in sheeting and alarm. However, such an upgrade to the process would require new equipment and expense, which would need fully considering for viability/feasibility and necessity, given the nature of this concern.

Author	Philip Ward	Date	21 Oct 2011
Estimated Date	21 Oct 2011	Implementation Date	21 Oct 2011
Validation Date	21 Oct 2011		

## 7) Review Of Documentation

### (a) MSR

Reviewed?	No		
Reference		Date	

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

Reviewed?	Yes		
Reference	M240	Date	29 Jul 2011

### (c) FMEA

Reviewed?	No		
Reference		Date	

### (d) Customer specification

Reviewed?	No		
Reference		Date	

## 8) Congratulate The Team