



N° De Réclamation: 100023

Rapport 8D

Généré Par: Sylviane Carras

Généré Le: 24 May 2011

I. COMPLAINT INFORMATION / IDENTIFICATION DE LA RECLAMATION

Date De La Réclamation	03 May 2011		
Nom correspondant commercial	Paul Bican	Sales Office (Bureau Commercial)	Valence
Téléphone	+33 (0)4 66 20 00 26	No. Fax	-
Email	paul.bican@scapa.com		
Référence réclamation client			
Nom Du Client	Silec cable		
Numero De Client SAP	105194	N° Commande Client	
Rfrence Article Client			

1) Factures Et Articles Sur La Réclamation

(a) Numéro De Facture SAP	9200294809	Date De Facture	28 Apr 2011
- Matériel	139961	Lot	
Description Produit			
2525 Noir 19mm x 4.6m Haute Tension			

2) Description Du Problème Identifié Par Le Client

Batch numbers are not the same on COA (19762) compared to the rolls's labelling (19761)

This is the second time that this issue happens and the customer is angry.

What is the correct batch number ? What do you propose ?

Customer is waiting a very quick solution

Actions demandées au client

--

II. EVALUATION ET ACTIONS

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

1) Analyse

Customer is complaining in respect of Scapa 2525 black 19mm x 4.6m (item 139961) due the batch number on the coil label (19761) being different to the batch number on the carton label and CoA supplied (19762). The concern relates to 720 coils provided via Scapa sales order 541302/30.

It is confirmed that the correct batch number for the affected goods is 19762, which appears on the carton label and CoA, and they should be suitable to use. Scapa will provide replacement coil labels for these goods as part of the containment action.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="11 May 2011"/>
--------	--	------	--

2) Causes

Following investigation, batch number 19761 was the previous batch number which relates to Scapa item 100210 for 2525 25mm x 4.6m. It appears that the Operator did not adjust the coil label printer to suit the next batch number. This incident occurred on 28/04/2011 for a batch number change that occurred at a shift change and the incoming Operator assumed the batch number on the coil label had been changed and did not check.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="11 May 2011"/>
--------	--	------	--

3) Solutions Possibles

1. Update production order system for item 139661 to include instruction for Production Operative to double check batch number on coil label and carton label and sign-off as correct.
2. Production Operative to double check batch numbers and sign-off each individual production order as verification that batch numbers on coil labels and carton labels match and are correct.
3. Quality to perform random spot checks as additional verification for an interim period.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="12 May 2011"/>
--------	--	------	--

4) Mise En Place Actions Correctives Permanentes

1. Update production order system for item 139661 to include instruction for Production Operative to double check batch number on coil label and carton label and sign-off as correct. Instruction added on production order system to implement this check. This instruction will now appear on each and every production order for 139961.
2. Production Operative to double check batch numbers and sign-off each individual production order as verification that batch numbers on coil labels and carton labels match and are correct. Quality & Production Supervision have reviewed this activity with appropriate Production Operatives. Also Quality Notice issued on 12/05/2011 as formal communication of implementation of double check and sign-off activity. Copy of this Quality Notice has been placed on the plant for future reference by Operatives.

Note: copy of this Quality Notice is also attached to Scapa complaints system for reference.

3. Quality to perform random spot checks as additional verification for an interim period. This will be performed until Quality are satisfied the above is a robust solution.

Auteur	Philip Ward	Date	18 May 2011
Date Estimée	18 May 2011	Date De Mise En Place	18 May 2011
Date De Validation	18 May 2011		

5) Validation Des Actions Correctives

1. Update production order system for item 139661 to include instruction for Production Operative to double check batch number on coil label and carton label and sign-off as correct. Instruction added on system on to implement this check. QA have subsequently verified presence of instruction on item material master for 139961 and 139960. This instruction will now appear on each and every production order for 139961 and 139960.

2. Monitoring: Quality to conduct random spot checks for an interim period. Results of spot checks will be recorded by Quality. These will be performed from 12/05/2011 until Quality are satisfied this is a robust solution. Initial check for dispatch note 81037082 on 13/05/2011 was OK (item 139661 with batch number 19799 on coil labels & carton labels).

Auteur	Philip Ward	Date	18 May 2011
--------	-------------	------	-------------

6) Actions Préventives

1. System update: Production system updated to implement double check of coil and carton labels and sign-off as verification.

2. Other items potentially affected: above corrective actions to apply to other similar items supplied to Silec i.e. item 139960 (2515 25mm x 10m).

3. Monitoring: Quality to conduct random spot checks for an interim period. This will be performed from 12/05/2011 until Quality are satisfied this is a robust solution.

Auteur	Philip Ward	Date	18 May 2011
Date Estimée	18 May 2011	Date De Mise En Place	18 May 2011
Date De Validation	18 May 2011		

7) Mise à Jour Documentation

(a) MSR

Commenté?	No		
Référence		Date	

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

Commenté?	Yes		
Référence	Silec 2525/2515 Quality Notice	Date	12 May 2011

(c) Révision AMDEC

Commenté?	No		
Référence		Date	

(d) Spécification client

Commenté?	No		
Référence		Date	

8) Félicitations à Toute L'équipe