



Complaint Number: 101473

Report 8D

Generated By: Karim Fekih
Generated On: 25 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	26 Sep 2011		
Sales Name		Sales Office	Windsor
Telephone	NULL	Fax Number	NULL
Email			
Customer Complaint Ref			
Customer Name	A & A Distributors		
SAP Customer Number	120356	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9700041100	Invoice Date	21 Jul 2011
- Material	161379	Batch	
Material Description			
164 BK 3/4INX100FT SCAPA NO CTNLABEL 135			

2) Problem Description

Customer has received rejection notice from end user of this material for splices and fraying edges on cloth. His customer is requesting credit and corrective action.

Actions Requested From The Customer

custoemr requesting credit and corrective action

3) Containment Actions

Samples requested

II. EVALUATION AND ACTION

Sample/photo Received	Yes		
Date	13 Oct 2011		
Process Owner	Krystyna DeVries		
Team Leader	slucas		
Is Complaint Valid?	Yes	Return The Goods	Dispose The Goods
Comments			

1) Analysis

1) Confirmed that there are Seams in the rolls of tape	
2) Confirmed that some of the sample rolls had random edge fraying.	
Author	Date
Shane Lucas	

2) Root Causes

1) Current CS documentation (CS205-6) does allow splices in the roll for automotive products.	
2) The frayed cuts are the result of a failure of either the rotation of a slitter blade and/or a dull blade. The blades are replaced when evidence shows a dull blade (on an as needed basis).	
Author	Date
Shane Lucas	14 Oct 2011

3) Possible Solutions

Author	Date

4) Implemented Perm Corrective Actions

1) Seams are acceptable	
2) Current blades and blade bank on the automotive slitter were inspected and are functioning properly. Fraying is an isolated incident and no further issues should result. Final product inspections are performed on every shipment.	
Author	Date
Karim Fekih	25 Oct 2011
Estimated Date	Implementation Date
Validation Date	

5) Corrective Actions Validation

Final Inspections results show no fraying issues.	
Author	Date
Karim Fekih	25 Oct 2011

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