



Complaint Number: 100215

## Report 8D

Generated By: Roy Shawdale  
Generated On: 21 Jun 2011

### I. COMPLAINT INFORMATION

Origination Date	26 May 2011		
Sales Name		Sales Office	Ashton
Telephone	+44 ( 0 ) 161 301 7495	Fax Number	+44 ( 0 ) 161 301 7445
Email			
Customer Complaint Ref			
Customer Name	Stokvis Danmark A/S		
SAP Customer Number	100091	Customer Order N°	32351
Customer Part Number	RSF290175S		

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100239507	Invoice Date	03 Mar 2011
- Material	116540	Batch	0000565208
Material Description			
2901 Black 75mm x 33m 7959			

#### 2) Problem Description

Dear Roy,

I hope you are doing well.

I write to on a claim we have got from our customer on 2901 Black of rolls 75 mm wide.

In the delivery from March of 180 rolls we experience problems with some rolls.

Batch 0000524625 0000565208.

We see high release on the rolls.

We do not yet not the fully extent of the problem.

Please advise and inform on corrective actions.

We have samples if you want to see the problem.

Best regards,

Jaime Wael Christensen  
Senior Developer

---

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="15 Jun 2011"/>		
Process Owner	<input type="text" value="Roy Shawdale"/>		
Team Leader	<input type="text"/>		
Is Complaint Valid?	<input type="text" value="No"/>	Return The Goods	<input type="text"/>
		Dispose The Goods	<input type="text"/>
Comments	<input type="text"/>		

1) Analysis

Analysis on sample received

Adhesion to steel : 2.73 N/cm (specification : 2 to 4.6 N/cm)  
Adhesion on backing : 1.51 N/cm (specification : 1.2 to 3.1 N/cm)

No specification for unwinding force.

Characteristics conform to specification

The sensation of "high release" can come from the width. It is more difficult to unwind a 75 mm width than lower width.

Complaint rejected

For application problem, please contact our Technical Service Dpt.

Author	<input type="text" value="Elisabeth Lafumat"/>	Date	<input type="text" value="21 Jun 2011"/>
--------	--	------	--

2) Root Causes

Author	<input type="text"/>	Date	<input type="text"/>
--------	----------------------	------	----------------------

3) Possible Solutions

Author	<input type="text"/>	Date	<input type="text"/>
--------	----------------------	------	----------------------

4) Implemented Perm Corrective Actions

Author	<input type="text"/>	Date	<input type="text"/>
Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>		

5) Corrective Actions Validation

Author		Date	

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