



Complaint Number: 101429

Report 8D

Generated By: Kerry Sykes
Generated On: 04 Nov 2011

I. COMPLAINT INFORMATION

Origination Date	29 Sep 2011		
Sales Name	Ben McKinstry	Sales Office	Ashton
Telephone	+44 (0)161 301 7415	Fax Number	+44 (0)161 301 7445
Email	ben.mckinstry@scapa.com		
Customer Complaint Ref			
Customer Name	Kitsons Insulation Products		
SAP Customer Number	100034	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100246869	Invoice Date	09 Aug 2011
- Material	145501	Batch	
Material Description			
2582 Black 1m x 15m Poly Pack 0.8			

2) Problem Description

Hi Ben,

Hope you can help with this. We have received back from three of our customers some of the PIB sheeting (2582) that we buy from yourselves. We have around 8 rolls that we are unable to unroll, this maybe due to a lack of chalk or other cause. We would like to organize returning these. They were purchased on our purchase order number 055779169 and delivered on your delivery note number 81060342. If you require any further information, or to see the rolls, let me know.

Hi Kerry,

Not all of the rolls have labels but the ones that do have the numbers S4037 printed and 46434 1 and the date (13 JUL 2011) stamped on. I hope that this is the information you need. If I can help any further let me know.

Regards,

Ian

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>				
Date	<input type="text"/>				
Process Owner	<input type="text" value="Kerry Sykes"/>				
Team Leader	<input type="text" value="pward"/>				
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text" value="Yes"/>	Dispose The Goods	<input type="text" value="No"/>
Comments	<input type="text"/>				

1) Analysis

Customer is complaining in respect of Scapa 2582 15m logs (item 145501) that are hard to unwind due to lack of talc on surface.

It is understood that 8 logs are subject to claim, batch 4634 (made on 13/07/2011).

The concern relates to a consignment of 25 logs of 145501 supplied via Scapa sales order 567271/10, dispatched 08/08/2011 (dispatch note 81060342).

Can Scapa Customer Care please arrange suitable credit and collection/return of the affected 8 logs to Scapa Ashton.

Update 04/11/2011: the customer has returned 10 logs. The goods were inspected and were found to have inadequate talc on the surface. The logs were returned either without outer wrapping or wrapping having been opened. Inadequate talc could be consistent with either (a) the level of talc applied diminishing throughout the production run; or (b) potential ingress of moisture through the wrapping and into the logs, which could cause decrease in talc level.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="19 Oct 2011"/>
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2) Root Causes

The problems experienced by the customer could be consistent with the level of talc applied diminishing throughout the production run, or moisture ingress into the log causing the talc to disperse.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="19 Oct 2011"/>
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3) Possible Solutions

Author	<input type="text"/>	Date	<input type="text"/>
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4) Implemented Perm Corrective Actions

Actions taken in response to customers concern:

1. Quality & Technical to check next production run of 2582 logs; done on 05/10/2011 – adequate talc being applied.
2. Material at the customers premises: the 8 logs affected have been returned to Scapa Manchester for inspection.
3. Communication of concern within Scapa: concern logged on Scapa Complaints system and alerted to Production and Quality Teams at site Complaints meeting.
4. Update QC test specification for 2582 for QC to include additional visual check for level of talc applied for individual pallets of material; QC to record results of visual checks for reference.
5. Review use of control for dusting unit; re-specify settings for 2582 to suit best application of talc.
6. Consider feasibility of heat sealer or ties to seal ends of plastic outer bags, to prevent ingress of moisture.
7. Communication of concern within Scapa: Operatives on the 2582 process have been shown the returned logs and discussed the

problems the customer would have regarding insufficient talc.

Author	Philip Ward	Date	19 Oct 2011
Estimated Date	19 Oct 2011	Implementation Date	19 Oct 2011
Validation Date	19 Oct 2011		

5) Corrective Actions Validation

Quality & Technical checked subsequent production run of 2582 logs; done on 05/10/2011 – adequate talc being applied.

QC test specification for 2582 now updated - QC to include and record additional visual check for level of talc applied, for individual pallets of material (72582 issue 3)

Control for ducting unit being reviewed, future Production runs being monitored to subsequently re-apply best/optimum settings.

Author	Philip Ward	Date	19 Oct 2011
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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