



Complaint Number: 100077

Report 8D

Generated By: Lynn Cartwright
Generated On: 14 Jun 2011

I. COMPLAINT INFORMATION

Origination Date	12 May 2011		
Sales Name	Scapa Interco	Sales Office	
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	Scapa Hong Kong Ltd		
SAP Customer Number	102009	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100232891	Invoice Date	15 Oct 2010
- Material	107434	Batch	
Material Description			
5669 Black Log 0.4mm x 1200mm x 60m			

2) Problem Description

Customer complains that on one roll the edge is curling and the problem is more serious after dwell for one day.

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<div>Yes</div>		
Date	<div>10 Jun 2011</div>		
Process Owner	<div>Paul Rochford</div>		
Team Leader	<div></div>		
Is Complaint Valid?	<div>No</div>	Return The Goods	<div></div>
		Dispose The Goods	<div></div>
Comments	<div>Note; the complaint sample was backed on both sides with a white / sheen liner. Whilst the OK comparison sample had one white / sheen liner & a yellow paper liner.</div>		

1) Analysis

We conducted shrinkage tests & curl tests on the returned samples, two sets of good samples (with yellow backing) & two sets of complaint samples (white backing).

Curl = we found detected no significant curl on both samples. They both passed this test.

Shrinkage; the White samples had no shrinkage, the Yellow (good samples) had 1mm & 1.5mm shrinkage. Again all tests passed the <2% shrinkage criteria.

Note; for the shrinkage test we cut across the narrowest width of the samples. This showed the most visual distortion on the sample sections.

The batch records for B280 21:20 reveal

Thickness 0.45mm, 180 dgree peel Avg 17.55 & Max 18.76, mode of peel was True peel. All of this is within specification.

Author	<div>Paul Rochford</div>	Date	<div>14 Jun 2011</div>
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2) Root Causes

Author	<div></div>	Date	<div></div>
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3) Possible Solutions

Author	<div></div>	Date	<div></div>
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4) Implemented Perm Corrective Actions

Author	<div></div>	Date	<div></div>
Estimated Date	<div></div>	Implementation Date	<div></div>
Validation Date	<div></div>		

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