Complaint Number: 101343

Report 8D

Generated By: Kerry Sykes
Generated On: 03 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	22 Sep 2011		
Sales Name	Andrew Sampson	Sales Office	Ashton
Telephone	+44 (0)161 301 7400	Fax Number	+44 (0)161 301 7445
Email	andrew.sampson@scapa.com		
Customer Complaint Ref			
Customer Name	Flowstrip Limited		
SAP Customer Number	100009	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100247947	Invoice Date	02 Sep 2011
- Material	138653	Batch	

Material Description
3159 Black 1220mm x 1400m Plain

2) Problem Description

3159 black
BN 15690/3
Order 15013
Delivery note 81065996

Differential tension across the width, peaks and troughs across the surface, delamination, ripping out, folds/creases.

Loss of yield 100m, for which Debit note 2694 raised.
****

3159 black
BN 15690/2
Order 15013
Delivery note 81065996

Differential tension across the width, peaks and troughs across the surface, creases/scores/folds across the surface.

Loss of yield 175m added onto Debit note 2694.

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	No				
Date					
Process Owner	Kerry Sykes				
Team Leader	pbarrow				
Is Complaint Valid?	Yes	Return The Goods		Dispose The Goods	

Comments

1) Analysis

Customer is complaining in respect of Scapa 3159 black 1400m jumbo roll (item 138653) due to delamination/ripping-out, and badly marked surface.
The affected material are batch numbers 15960/2 & 15960/3, made on 01/09/2011. Ten x 1400m jumbo rolls of 138653 were supplied via Scapa sales order 563979/20 (14000m). The customer is claiming for 275m due to loss of yield. Photos provided by the customer show delamination & rip-out on their process.
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Can Customer Care please arrange suitable credit for the affected material, due to loss of yield as experienced by the customer.

Author	Philip Ward	Date	03 Oct 2011

2) Root Causes

The delamination and ripping out effects observed by the customer are likely to be due to brief misfeed of resin into the adhesive, causing a localized patch of high adhesion that resulted in the effects as observed.

Author	Philip Ward	Date	03 Oct 2011

3) Possible Solutions

1. Brief all of the Adhesive Coating Line crews for the concerns being experience by Flowstrip
2. Review Resin feed system for functionality and check for potential errors.
3. Compile comprehensive action plan to address all concerns/problems being experienced by Flowstrip.

Author	Philip Ward	Date	03 Oct 2011

4) Implemented Perm Corrective Actions

1. Brief Adhesive Coating Line for the concerns being experience by Flowstrip. Done by site Quality Manager during weeks 38 & 39.
2. Resin feed system checked for functionality and appears to be OK. Brackets added to resin feed system to attempt to prevent clogging or loss of material. Done during week 38.
3. Compile comprehensive action plan to address all concerns/problems being experienced by Flowstrip. Action plan is currently being compiled.

Author	Philip Ward	Date	03 Oct 2011
Estimated Date	03 Oct 2011	Implementation Date	03 Oct 2011

Validation Date	03 Oct 2011

5) Corrective Actions Validation

Resin feed system checked for functionality and appears to be OK. Brackets added to resin feed system to attempt to prevent clogging or loss of material. Done during week 38.

Author	Philip Ward	Date	03 Oct 2011

6) Preventive Actions

Comprehensive action plan to be compiled to address all concerns/problems being experienced by Flowstrip with Cloth SPL jumbos; actions to be referenced in complaint C101323 when available.

Author	Philip Ward	Date	03 Oct 2011
Estimated Date	03 Oct 2011	Implementation Date	03 Oct 2011
Validation Date	03 Oct 2011		

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