



Rapport 8D

Généré Par: Paola Baglione

Généré Le: 21 Sep 2011

I. COMPLAINT INFORMATION / IDENTIFICATION DE LA RECLAMATION

Date De La Réclamation	21 Sep 2011		
Nom correspondant commercial	Thierry Derome	Sales Office (Bureau Commercial)	Mannheim
Téléphone	+49 (0)171 3729520	No. Fax	-
Email	thierry.derome@scapa.com		
Référence réclamation client			
Nom Du Client	Sews Cabind Maroc		
Numero De Client SAP	114263	N° Commande Client	
Rfrence Article Client			

1) Factures Et Articles Sur La Réclamation

(a) Numéro De Facture SAP	9301106054	Date De Facture	13 Jul 2011
- Matériel	103078	Lot	
Description Produit			
2702 Noir 19mm x 33m Scapa Towerpac Auto			

2) Description Du Problème Identifié Par Le Client

the rolls are sticked one to the other.
Please, see the photos.

Actions demandées au client

3) Actions Conservatoires Sur Le Process

II. EVALUATION ET ACTIONS

Echantillons/Photos Reçus	<input type="text" value="No"/>		
Date	<input type="text"/>		
Responsable Processus	<input type="text" value="Stefano Roncarolo"/>		
Responsable Action	<input type="text" value="cmutti"/>		
Réclamation justifiée?	<input type="text" value="Yes"/>	Retour marchandise	<input type="text" value="No"/>
		Destruction marchandise	<input type="text" value="Yes"/>
Commentaires	<input type="text"/>		

1) Analyse

<input type="text" value="The rolls on the pictures are telescoped"/>			
Auteur	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="21 Sep 2011"/>

2) Causes

<input type="text" value="This issue could happen spotly due to the interaction between PVC film and adhesive. From technical point of view the product is ok (adhesion) but we know there are some difficult to use. Telescoping is the result of the interaction of several causes related to the elastic memory of the calendered soft pvc. Scapa is already using the best of the known self-adhesive tapes technology to avoid this undesired effect. The defect is not detectable on logs and the 100% of control on produced rolls is not possible, due also to negative cost effects. - A very small percentage of rolls, under stressed environmental conditions (e.g. during transport, stocking etc) can telescope."/>			
Auteur	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="21 Sep 2011"/>

3) Solutions Possibles

<input type="text" value="Corrective action in place since 2003: Check of 100 % batches of produced adhesive - Statistic test of accelerate simulation of environmental stress on 100% of produced pvc tapes batches. Curing process after pvc/adhesive coating. The target of the process is to reduce the elastic memory of the pvc and create the adhesive cross-link."/>			
Auteur	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="21 Sep 2011"/>

4) Mise En Place Actions Correctives Permanentes

<input type="text"/>			
Auteur	<input type="text"/>	Date	<input type="text"/>
Date Estimée	<input type="text"/>	Date De Mise En Place	<input type="text"/>
Date De Validation	<input type="text"/>		

5) Validation Des Actions Correctives

<input type="text"/>			
Auteur	<input type="text"/>	Date	<input type="text"/>

6) Actions Préventives

The curing process can prevent the telescoping effect but Scapa cannot guarantee 100% of rolls free from this effect, due to the external factors that can generate it, e.g. long exposure at temperature 40°C (container on ship, harbour warehouses, customer warehouses etc).

Auteur	Stefano Roncarolo	Date	21 Sep 2011
Date Estimée	21 Sep 2011	Date De Mise En Place	22 Sep 2011
Date De Validation	22 Sep 2011		

7) Mise à Jour Documentation

(a) MSR

Commenté?	No		
Référence		Date	

(b) Révision logigrammes/plans de surveillance/instructions de fabrication et de contrôle

Commenté?	No		
Référence		Date	

(c) Révision AMDEC

Commenté?	No		
Référence		Date	

(d) Spécification du client

Commenté?	No		
Référence		Date	

8) Félicitations à Toute L'équipe