



Reklamations Nummer: 100011

Bericht 8D

Generiert Von: Wolfgang Rupp

Generiert: 13 May 2011

I. REKLAMATIONSDATEN

| | | | |
|-------------------------|-------------------------------|----------------------|----------|
| Kreiert | 03 May 2011 | | |
| Verkäufer Name | Roland Gorzelanczyk | Verkaufs Büro | Mannheim |
| Telefon | 00492133215905 | Faxnummer | |
| Email | roland.gorzelanczyk@scapa.com | | |
| Kunden reklamations ref | | | |
| Kundenname | FFT Handelsgesellschaft | | |
| SAP Kundennummer | 110855 | Kunden Bestellnummer | |
| Teile Nr Des Kunden | | | |

1) Rechnungen Und Artikel Dieser Reklamation

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|-----------------------------------|------------|----------------|-------------|
| (a) SAP Rechnungsnummer | 9350060719 | Rechnungsdatum | 25 Mar 2011 |
| - Material | 139505 | Batch | 14154-1 |
| Materialbeschreibung | | | |
| 3159 Weiss 1220mm x 1400m Neutral | | | |

2) Problembeschreibung

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|----------------------------|
| Stripes and wrinkles.... |
| Aktion vom Kunde gefordert |
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3) Sofort Maßnahmen Am Process

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II. AUSWERTUNG UND AKTIONEN

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|---------------------------------|--|-----------------------|----------------------------------|---------------------|---------------------------------|
| Muster/Photo Erhalten | <input type="text" value="No"/> | | | | |
| Datum | <input type="text"/> | | | | |
| Prozess Besitzer | <input type="text" value="Wolfgang Rupp"/> | | | | |
| Team Leiter | <input type="text" value="pbarrow"/> | | | | |
| Ist Reklamation berechtigt ? | <input type="text" value="Yes"/> | Material retournieren | <input type="text" value="Yes"/> | Material vernichten | <input type="text" value="No"/> |
| Bemerkungen | <input type="text"/> | | | | |

1) Analyse

Customer is complaining in respect of Scapa 3159 white jumbo 1400m (item 139505) that has wrinkles and stripes. It is understood that full jumbo is affected and subject to claim, from jumbo roll batch number 14154/1 which was made on 22/03/2011. The affected material relates to goods supplied via Scapa sales order 542542/10 for one x 1400m jumbo roll, as dispatched from Scapa Manchester on 25/03/2011.

Photos provided by the customer shows creasing and tearing of the jumbo roll.

Can Scapa Customer Care please arrange return of the jumbo roll to Scapa Manchester for evaluation and arrange suitable credit.

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Please note that due to similar concerns received previously from FFT, Scapa has since implemented a formal project with dedicated Process Engineer. This activity was implemented after the affected batch 14154/1 was manufactured and dispatched.

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| Autor | <input type="text" value="Philip Ward"/> | Datum | <input type="text" value="12 May 2011"/> |
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2) Ursache

The root cause could be due to poor winding at the adhesive coating process. This has caused intermittent patches of creasing as observed by the customer.

Customer has had previous concerns for this issue, and Scapa are currently investigating the RCA via a formal project.

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| Autor | <input type="text" value="Philip Ward"/> | Datum | <input type="text" value="12 May 2011"/> |
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3) Mögliche Lösungen

1. Review alternative methods to remove folds and creases e.g. spreading rollers prior to wind-up.
2. Scapa to implement formal improvement project for this concern with dedicated Process Engineer.
3. Check and inspect affected jumbo roll batch 14154/1 when returned to Scapa Manchester.

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4) Einführung Der Korrektur-Massnahmen

1. Spreading roller fitted to cloth spreading process, to aid removal folds and creases. This equipment was fitted on the process during week 12. This may need to some fine tuning to get best benefit on Scapa 3159.

2. Scapa have implemented formal improvement project for this concern with dedicated Process Engineer. Improvements in terms of plant processing conditions and equipment upgrades to be introduced and reviewed as project progresses. Obviously, this improvement project may take time to come to fruition.

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Please note that due to similar concerns received previously from FFT, Scapa has since implemented a formal project with dedicated Process Engineer. This activity was implemented after the affected batch was manufactured and dispatched.

| | | | |
|---------------------------|-------------|------------------------|-------------|
| Autor | Philip Ward | Datum | 12 May 2011 |
| Geschütztes Planungsdatum | 12 May 2011 | Implementierungs Datum | 12 May 2011 |
| Validierungsdatum | 12 May 2011 | | |

5) Korrekturmaßnahmen Validierung

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|---|
| 1. Spreading roller fitted to cloth spreading process, to aid removal folds and creases. This may need to some fine tuning to get potential benefit on Scapa 3159. Fitted week 12-2011 and is subject to trailing to get optimum settings, if it works for 3159. |
| 2. Scapa have implemented formal improvement project with dedicated Process Engineer. Improvements in terms of plant processing conditions and equipment upgrades to be introduced and reviewed as project progresses. Obviously, this improvement project may take time to come to fruition. |

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|-------|-------------|-------|-------------|
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6) Vorbeugende Massnahmen

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| Scapa have implemented formal improvement project for this concern with dedicated Process Engineer. Improvements in terms of plant processing conditions and equipment upgrades to be introduced and reviewed as project progresses. Benefits from this work should also apply to and be shared with other products run on the Cloth spreading process. |
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| Scapa will shortly produce an interim report on the progress of this project in due course. |

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7) Überprüfung Der Dokumentation

(a) MSR

| | | | |
|-------------|----|-------|--|
| Zutreffend? | No | | |
| Referenz | | Datum | |

(b) Flussdiagramm, Arbeitsanweisungen

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|-------------|----|-------|--|
| Zutreffend? | No | | |
| Referenz | | Datum | |

(c) FMEA

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|-------------|----|-------|--|
| Zutreffend? | No | | |
| Referenz | | Datum | |

(d) Kunde Spezifikation

| | | | |
|-------------|----|-------|--|
| Zutreffend? | No | | |
| Referenz | | Datum | |

8) Gratuliere Dem Team