



Reklamations Nummer: 100903

Bericht 8D

Generiert Von: Wolfgang Rupp

Generiert: 08 Sep 2011

I. REKLAMATIONSDATEN

Kreiert	03 Aug 2011		
Verkäufer Name	Gerd Lehner	Verkaufs Büro	Mannheim
Telefon		Faxnummer	
Email	gerd.lehner@scapa.com		
Kunden reklations ref			
Kundenname	FFT Handelsgesellschaft		
SAP Kundennummer	110855	Kunden Bestellnummer	
Teile Nr Des Kunden			

1) Rechnungen Und Artikel Dieser Reklamation

(a) SAP Rechnungsnummer	9350062500	Rechnungsdatum	08 Jul 2011
- Material	114628	Batch	15036
Materialbeschreibung			
3160 Schwarz 1220mm x 1400m Neutral			

2) Problembeschreibung

stripes and wrinkles

Aktion vom Kunde gefordert

3) Sofort Maßnahmen Am Process

II. AUSWERTUNG UND AKTIONEN

Muster/Photo Erhalten	<input type="text" value="No"/>				
Datum	<input type="text"/>				
Prozess Besitzer	<input type="text" value="Paul Barrow"/>				
Team Leiter	<input type="text" value="pbarrow"/>				
Ist Reklamation berechtigt ?	<input type="text" value="Yes"/>	Material retournieren	<input type="text" value="No"/>	Material vernichten	<input type="text" value="Yes"/>

Bemerkungen

In addition to this work, Scapa would strongly advise the customer to convert all jumbos of 3159, 3160 & 3162 within a 4 week period from manufacture. This will give the converter the best opportunity of converting the material without delamination issues. Jumbos of material are subject to forces of tightening and movement during periods of rest and start to deteriorate after extended resting in a horizontal position.

1) Analyse

From the photos sent by the customer it appears that they have experienced some degree of delamination in the material. In addition they claim that they are suffering from wrinkles in the product.

Autor	<input type="text" value="Paul Barrow"/>	Datum	<input type="text" value="05 Sep 2011"/>
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2) Ursache

The wrinkles issue appears to be some form of cloth/film alignment problem caused by poor control of the process by operators.

The delamination issue relates to an issue with raw material as delivered by a supplier which had a higher than usual content of residual water.

Autor	<input type="text" value="Paul Barrow"/>	Datum	<input type="text" value="08 Sep 2011"/>
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3) Mögliche Lösungen

<input type="text"/>			
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Autor	<input type="text"/>	Datum	<input type="text"/>
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4) Einführung Der Korrektur-Massnahmen

Operators have been alerted to the issue with the product.

The production line has been reviewed by quality and the operations team and some improvements have been made with the winding and alignment process on the calendar.

The raw material with the source of water has been replaced in the process.

Autor	<input type="text" value="Paul Barrow"/>	Datum	<input type="text" value="08 Sep 2011"/>
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Geschätztes Planungsdatum	<input type="text" value="08 Sep 2011"/>	Implementierungs Datum	<input type="text" value="08 Sep 2011"/>
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Validierungsdatum	<input type="text" value="08 Sep 2011"/>
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5) Korrekturmaßnahmen Validierung

Operators have been altered to the issue with the product.

The production line has been reviewed by quality and the operations team and the some improvements have been made with the winding and alignment process on the calender.

The raw material with the source of water has been replaced in the process.

Autor	Paul Barrow	Datum	08 Sep 2011
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6) Vorbeugende Massnahmen

Autor		Datum	
Geschtztes Plannungsdatum		Implementierungs Datum	
Validierungsdatum			

7) Überprüfung Der Dokumentation

(a) MSR

Zutreffend?	No		
Referenz		Datum	

(b) Flussdiagramm, Arbeitsanweisungen

Zutreffend?	No		
Referenz		Datum	

(c) FMEA

Zutreffend?	No		
Referenz		Datum	

(d) Kunde Spezifikation

Zutreffend?	No		
Referenz		Datum	

8) Gratuliere Dem Team