



N° De Réclamation: 100645

## Rapport 8D

Généré Par: Sylviane Carras  
Généré Le: 21 Jul 2011

### I. COMPLAINT INFORMATION / IDENTIFICATION DE LA RECLAMATION

Date De La Réclamation	05 Jul 2011		
Nom correspondant commercial	Paul Bican	Sales Office (Bureau Commercial)	Valence
Téléphone	+33 (0)4 66 20 00 26	No. Fax	-
Email	paul.bican@scapa.com		
Référence réclamation client			
Nom Du Client	Prysmian Câbles et Systèmes France		
Numero De Client SAP	108417	N° Commande Client	
Référence Article Client			

#### 1) Factures Et Articles Sur La Réclamation

(a) Numéro De Facture SAP	9200297275	Date De Facture	25 May 2011
- Matériel	116852	Lot	0000582886
Description Produit			
2525 EPR B40 0.75mm x 19mm x 4.5m 2916			

#### 2) Description Du Problème Identifié Par Le Client

Il n'y a pas de marquage sur le ruban contrairement à la spécification. L'intercalaire quant à lui est bien imprimé.

Actions demandées au client

Prysmian a accepté les rouleaux exceptionnellement sous dérogation

#### 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="Sylviane Carras"/>		
Responsable Action	<input type="text" value="pward"/>		
Réclamation justifiée?	<input type="text" value="Yes"/>	Retour marchandise	<input type="text"/>
		Destruction marchandise	<input type="text"/>
Commentaires	<input type="text"/>		

### 1) Analyse

The customer is complaining in respect of Scapa item 116852 (2525 EPR B40 0.75mm x 19mm x 4.5m) due to the printed text "semi conducting tape" being missing from the surface of the tape.

Photo provided by the customer clearly shows the printed text is missing from the surface of a coil of tape.

It is understood that the customer has kindly agreed to use the affected goods.

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The printing activity for the text on the surface of the tape is done at Scapa England, where printed jumbo rolls are produced.

The subsequent conversion from printed jumbo roll into coils is done by Scapa France. The unprinted material would have been identified and should have been removed during the subsequent conversion activity.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="21 Jul 2011"/>
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### 2) Causes

The printing activity performed at Scapa England gave an error, resulting in printed text "semi conducting tape" being missing from the surface of the tape. This was likely to be due to the in-line printing process not being engaged, due to a brief stoppage during printing of a jumbo roll. This would affect only a limited amount of material within a jumbo roll.

If unprinted material is included in the jumbo roll then such would be clearly flagged for removal at the conversion stage, as it is impossible to remove such from the middle of a jumbo roll during the printing process.

This appears to be an isolated incident.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="21 Jul 2011"/>
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### 3) Solutions Possibles

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### 4) Mise En Place Actions Correctives Permanentes

If unprinted material is included in the jumbo roll then such would be clearly flagged for removal at the conversion stage, as it is impossible to remove such from the middle of a jumbo roll during the printing process performed at Scapa England.

Actions taken:

1. Production Supervision at Scapa England was shown the photo provided by the customer at daily Production meeting on 06/07/2011.
2. Quality Alert issued to all relevant personnel at Scapa England on 06/07/2011 (copy attached to Scapa complaints system).
3. Communication of concern to relevant production area at Scapa England: photo provided by the customer was shown to Production cell leader and Production Operatives responsible for this activity. It was confirmed flags would be included

within a jumbo for the presence of unprinted material.

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The subsequent conversion activity at Scapa France need to be alert to flagged material with a jumbo roll and remove any unprinted material.

Auteur	Philip Ward	Date	21 Jul 2011
Date Estimée	21 Jul 2011	Date De Mise En Place	21 Jul 2011
Date De Validation	21 Jul 2011		

## 5) Validation Des Actions Correctives

Scapa England has taken the above actions, as detailed above. It was confirmed flags would be included within a jumbo for the presence of unprinted material.

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The subsequent conversion activity performed at Scapa France need to be alert to flagged material with a jumbo roll and remove any unprinted material.

Auteur	Philip Ward	Date	21 Jul 2011
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## 6) Actions Préventives

Auteur		Date	
Date Estimée		Date De Mise En Place	
Date De Validation			

## 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 client

Commenté?	No		
Référence		Date	

## 8) Félicitations à Toute L'équipe