Complaint Number: 101127

Report 8D

Generated By: Lynn Cartwright
Generated On: 14 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	07 Sep 2011		
Sales Name	Jonathan Forster	Sales Office	Ashton
Telephone	0044 161 301 7472	Fax Number	0044 161 301 7445
Email	jonathan.forster@scapa.com		
Customer Complaint Ref			
Customer Name	Prysmian Cables & Systems Ltd		
SAP Customer Number	105614	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100243512	Invoice Date	25 May 2011
- Material	100028	Batch	

Material Description
2501 Black 38mm x 10m Scapa

2) Problem Description

Rolls not amalgamating reliably.
Currently have 611 rolls this order.
Samples received by post 06.09.11:
1 sample from this consignment showing the problem.
1 sample from 536490 received in February that is good product.

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	No				
Date					
Process Owner	Philip Ward				
Team Leader	pward				
Is Complaint Valid?	Yes	Return The Goods	Yes	Dispose The Goods	No

Comments

1) Analysis

The customer is complaining in respect of Scapa 2501 self amalgamating tape 38mm x 10m (item 100028) due to poor amalgamation.
The concern relates to material supplied per Scapa sales order 551833/10, for 1104 coils of 100028 dispatched from Scapa on 24/05/2011 (batch 19843 DoM 05/11).
The customer places a PVC endcap over the end of an extruded conductor prior to placing the core in a water tank for curing.
The self amalgamating tape, 2501 is wrapped around the top of the core and the endcap to ensure that water does not get into the conductor strand. It is understood that a minimum of half hour elapses before the core is submersed in the water bath. It also understood that cores using the affected 2501 tape have shown subsequent failures, likely due to ingress of water.
It is understood that 611 coils have been rejected by the customer.
The customer has provided sample coil from the affected May 2011 consignment which is deemed “bad” and sample coil from the previous Feb 2011 consignment which is deemed “good” (batch19517 DoM 02/11).
Both the returned coil samples were visually checked, with the sample coil from May 2001 (batch 19843) having a surface that is excessively rough. Photos attached to the Scapa complaints system show the difference between the samples returned.
Pieces from both the returned coil samples were subjected to concentric wrapping around a mandrel. On inspection it was evident that the “good” coil gave a void free homogeneous wrapping that could not be removed. The “bad” coil gave a wrapping with visible lumps with the layers of the tape being able to be removed (unwrapped) – this suggests that this tape has not adequately amalgamated, and such could likely lead to ingress/passage of moisture as experienced during the customers application.
Can Scapa Customer care please arrange collection of affected coils and credit/replacement to suit.

Author	Philip Ward	Date	12 Oct 2011

2) Root Causes

The poor amalgamation experienced by the customer with “bad” batch 198423 is likely to be due to the excessive surface roughness present on this material.
From checking other batches of Scapa 2501, it appears that the excessive surface roughness on batch 198423 is an isolated incident.
The excessive surface roughness may be due to insufficient temperature on one of the calendar bowls, which resulted in air bubbles being created between the compound and the calendar bowls, which caused the rough surface on the tape as observed on batch 19843.

Author	Philip Ward	Date	12 Oct 2011

3) Possible Solutions

1. Check Scapa 2501 at Scapa Manchester for surface roughness.
2. Investigate cause of low temperature on the Calendar Bowl, which gave the surface roughness on the affected batch, 19843
3. Implement action to rectify the cause.

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4) Implemented Perm Corrective Actions

1. Other Scapa 2501 material at Scapa Manchester was inspected, none of which shows the same excessive roughness as the material under concern.
2. The cause of the low temperature on one of the Calender bowls was due to an intermittent problem with a faulty valve on the steam feed. This would affect only a limited amount of material.
3. The valve has been replaced and temperatures on the Calendar bowl are now adequate. Bowl temperatures are to be checked periodically.

Author	Philip Ward	Date	12 Oct 2011
Estimated Date	12 Oct 2011	Implementation Date	12 Oct 2011
Validation Date	12 Oct 2011		

5) Corrective Actions Validation

Scapa has implemented the above corrective actions.
Valve on the steam feed to the Calender bowls has been replaced subsequent to batch 19843 (DoM 05-11).
Item 100028 batch 20144 (DoM 08-11) has been inspected and does not show the same excessive roughness as the material under concern.
Other Scapa 2501 material at Scapa Manchester was inspected, none of which shows the same excessive roughness as the material under concern.

Author	Philip Ward	Date	12 Oct 2011

6) Preventive Actions

Other items potentially affected: None. No other 2501 items are supplied to Prysmian Wrxham (item 100028 only).

Monitoring: QC to monitor surface finish of 2501 sheet for an interim period to ensure corrective action is robust.

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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