



Complaint Number: 101021

## Report 8D

Generated By: Kerry Sykes  
Generated On: 28 Sep 2011

### I. COMPLAINT INFORMATION

Origination Date	23 Aug 2011		
Sales Name	Andrew Sampson	Sales Office	Ashton
Telephone	+44 (0)161 301 7400	Fax Number	+44 (0)161 301 7445
Email	andrew.sampson@scapa.com		
Customer Complaint Ref			
Customer Name	Flowstrip Limited		
SAP Customer Number	100009	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100247319	Invoice Date	19 Aug 2011
- Material	114404	Batch	
Material Description			
3120 Silver 1230mm x 750m Plain			

#### 2) Problem Description

Hi Kerry,

We've received delivery today of the following:

3120 silver

5 jumbos

1230mm x 750m

Order 14996 – Delivery note 81062436 - 3 jumbos

Order 15052 – Delivery note 81062442 - 2 jumbos

Date of production 18/08/11

Upon inspection, the jumbos all appear to have uneven tensions with a combination of soft and hard surface.

Attached are photographs of material BN 15581/1. We encountered mis-aligned material, badly marked surface and differential tension across the width of the material, evident from start of unwind.

Loss of yield from this jumbo was 25m, for which Debit Note 2682 raised.

As the other jumbos are processed, I'll confirm our findings for those.

As this material was manufactured 4 days ago, it's a concern that these problems are evident. What tension settings were used for these jumbos, and what improvements will be made going forward?

Thanks.

Actions Requested From The Customer

3) Containment Actions

## II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Kerry Sykes"/>		
Team Leader	<input type="text" value="pbarrow"/>		
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text"/>
		Dispose The Goods	<input type="text"/>
Comments	<input type="text"/>		

### 1) Analysis

The customer is complaining in respect of Scapa 3120 silver 1230mm x 750m jumbo rolls (item 114404) due to "Each jumbo is displaying uneven tension, marks/creases/folds and peaks and troughs across the very soft surface".

Photos provided from the customer show creasing and softness on the outside of the jumbo rolls supplied.

This concern relates to three jumbo rolls of 114404, supplied via Scapa Sales order 565961/10. The affected batch is 15881/1 made on 18.08.2011. It is understood that the customer has experienced a loss of yield of 75m from jumbo batch 15581/1; can Customer Care please arrange suitable credit for the affected material.

The creasing observed is due poor winding at take-up stage, and should affect only the outer turns of the jumbo (should be 20m to 50m per jumbo).

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="28 Sep 2011"/>
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### 2) Root Causes

The creasing observed is due poor winding at take-up stage, and should affect only the outer turns of the jumbo (maybe 20m to 50m per jumbo).

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### 3) Possible Solutions

1. Quality alert to be issued to Operatives.
2. Contact roller to be introduced; to help remove air buckles from the surface and thereby reduce creasing.
3. New bowed rollers have been ordered and fitted, and should aid removal of creasing during take-up activity for 3120.

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### 4) Implemented Perm Corrective Actions

1. Quality alert issued to Operatives to ensure cloth and film are aligned to help negate creasing in subsequent jumbo.
2. Contact roller introduced; applied to the jumbo roll with pressure to remove help air buckles from the surface and thereby reduce creasing.
3. New bowed rollers have been ordered and fitted, and should aid removal of creasing during take-up activity for 3120. These may need some optimization to give best benefits to Scapa 3120.

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These actions were completed during July 2011 following previous concern (C100529), prior to this material being run.

It appears these controls have not been fully consistent, given the creasing and softness on the outside of the jumbo rolls supplied on this consignment.

Therefore, currently Scapa's equipment is not consistently capable of removing all the creases from 3120 due to the nature of

the substrate. Scapa has spent considerable time working with the wind up system trying to reduce the end creases. This is not a new issue and has been discussed before, during this process Scapa now adds an extra 20m to the 3120 jumbo as an interim.

Author	Philip Ward	Date	28 Sep 2011
Estimated Date	28 Sep 2011	Implementation Date	28 Sep 2011
Validation Date	28 Sep 2011		

## 5) Corrective Actions Validation

The action from July 2011 appeared to initially offer some improvement in out turn creasing of 3120 jumbos; however, these controls appear not to have not been fully consistent, given the creasing and softness on the outside of the jumbo rolls supplied on this consignment.

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## 6) Preventive Actions

Scapa are to review the wind-up equipment to establish if any further enhancements can be made to reduce or eliminate outer-turn creasing on 3120 jumbos.

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Any activity for this issue will form part of an action plan to address all of Flowstrips concerns going forward.

Author	Philip Ward	Date	28 Sep 2011
Estimated Date	28 Sep 2011	Implementation Date	28 Sep 2011
Validation Date	28 Sep 2011		

## 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