



Complaint Number: 100153

Report 8D

Generated By: Terry O'Brien

Generated On: 15 Aug 2011

I. COMPLAINT INFORMATION

Origination Date	19 May 2011		
Sales Name	Dawn Baker	Sales Office	Dunstable
Telephone		Fax Number	
Email	dawn.baker@scapa.com		
Customer Complaint Ref			
Customer Name	BDK Industrial Products Ltd		
SAP Customer Number	101378	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100242657	Invoice Date	06 May 2011
- Material	145571	Batch	
Material Description			
A11T0 TP Clear 2mm x 19mm x 16.5m PE			

2) Problem Description

poor slitting - one edge has "rats tails".

samples are being delivered to Martin Saville Friday 20th May

Actions Requested From The Customer

corrective actions

credit

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>				
Date	<input type="text" value="20 May 2011"/>				
Process Owner	<input type="text" value="Paul Rochford"/>				
Team Leader	<input type="text" value="abuffon"/>				
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text" value="Yes"/>	Dispose The Goods	<input type="text" value="No"/>
Comments	<input type="text"/>				

1) Analysis

rolls show definate rats tails due to knife being too sharp

Author	<input type="text" value="Andy Bufton"/>	Date	<input type="text" value="31 May 2011"/>
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2) Root Causes

operators not removing tats tails and not giving consistent clean slit on edges of rolls.

Author	<input type="text" value="Andy Bufton"/>	Date	<input type="text" value="31 May 2011"/>
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3) Possible Solutions

operators briefed and shown required quality, checks to be made by supervision randomly to highlight any issues present

Author	<input type="text" value="Andy Bufton"/>	Date	<input type="text" value="31 May 2011"/>
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4) Implemented Perm Corrective Actions

operators briefed and shown required quality, checks to be made by supervision randomly to highlight any issues present. future orders to be inspected,.

Author	<input type="text" value="Andy Bufton"/>	Date	<input type="text" value="31 May 2011"/>
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Estimated Date	<input type="text" value="31 May 2011"/>	Implementation Date	<input type="text" value="31 May 2011"/>
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Validation Date	<input type="text" value="31 May 2011"/>
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5) Corrective Actions Validation

Random checks by supervision.

Author	<input type="text" value="Paul Rochford"/>	Date	<input type="text" value="01 Jun 2011"/>
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6) Preventive Actions

Random checks by supervision.

Author	<input type="text" value="Paul Rochford"/>	Date	<input type="text" value="01 Jun 2011"/>
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Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
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Validation Date

7) Review Of Documentation

(a) MSR

Reviewed?

Reference Date

(b) Flow chart, control plan, work inspection instructions

Reviewed?

Reference Date

(c) FMEA

Reviewed?

Reference Date

(d) Customer specification

Reviewed?

Reference Date

8) Congratulate The Team