

Bericht 8D

Generiert Von: Wolfgang Rupp Generiert: 13 May 2011

I. REKLAMATIONSDATEN

Kreiert	03 May 2011				
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Verkäufer Name	Roland Gorzelanczyk	Verkaufs Büro	Mannheim		
Telefon	00492133215905	Faxnummer			
Email	roland.gorzelanczyk@scapa.com				
Kunden reklamations ref					
Kundenname	FFT Handelsgesellschaft				
SAP Kundennummer	110855	Kunden Bestellnummer			
Teile Nr Des Kunden					
1) Rechnungen Und Artikel Dieser Reklamation					
(a) SAP Rechnungsnummer	9350060719	Rechnungsdatum	25 Mar 2011		
(a) SAP Rechnungsnummer - Material	9350060719 139505	Rechnungsdatum Batch	25 Mar 2011 14154-1		
Řéchnungsnummer	139505				
Řéchnungsnummer					
Řéchnungsnummer	139505 Materialbeschreibung				
Řéchnungsnummer	139505 Materialbeschreibung				
Řéchnungsnummer	139505 Materialbeschreibung 3159 Weiss 1220mm x 1400m Neutral				
Rechnungsnummer - Material	139505 Materialbeschreibung 3159 Weiss 1220mm x 1400m Neutral				

3) Sofort Maßnahmen Am Process

II. AUSWERTUNG UND AKTIONEN

Muster/Photo Erhalten	No								
Datum									
Prozess Besitzer	Wolfgang Rupp								
Team Leiter	pbarrow								
Ist Reklamation berechtigt ?	Yes	Material retournieren	Yes	Material vernichten	No				
Bemerkungen									
1) Analyse									
Customer is complaining in respect of Scapa 3159 white jumbo 1400m (item 139505) that has wrinkles and stripes. It is understood that full jumbo is affected and subject to claim, from jumbo roll batch number 14154/1 which was made on 22/03/2011. The affected material relates to goods supplied via Scapa sales order 542542/10 for one x 1400m jumbo roll, as dispatched from Scapa Manchester on 25/03/2011. Photos provided by the customer shows creasing and tearing of the jumbo roll. Can Scapa Customer Care please arrange return of the jumbo roll to Scapa Manchester for evaluation and arrange suitable credit. ===================================									
Please note that due to sim	nilar concerns receive	ed previously from FFT, Sc	apa has since implemer	nted a formal project with					
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Please note that due to sim dedicated Process Engineer	nilar concerns receiver. This activity was	ed previously from FFT, Sc	capa has since implemer ected batch 14154/1 was	nted a formal project with manufactured and dispatched.					
Please note that due to sim dedicated Process Enginee Autor 2) Ursache	nilar concerns receiver. This activity was	ed previously from FFT, So implemented after the affe	apa has since implemer ected batch 14154/1 was Datum	nted a formal project with manufactured and dispatched.					
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4) Einführung Der Korrektur-Massnahmen

- 1. Spreading roller fitted to cloth spreading process, to aid removal folds and creases. This equipment was fitted on the process during week 12. This may need to some fine tuning to get best benefit on Scapa 3159.
- 2. Scapa have implemented formal improvement project for this concern with dedicated Process Engineer. Improvements in terms of plant processing conditions and equipment upgrades to be introduced and reviewed as project progresses. Obviously, this improvement project may take time to come to fruition.

Please note that due to similar concerns received previously from FFT, Scapa has since implemented a formal project with dedicated Process Engineer. This activity was implemented after the affected batch was manufactured and dispatched.

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