



## Rapport 8D

Généré Par: Sylviane Carras  
Généré Le: 30 Jun 2011

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

Date De La Réclamation	17 May 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	Silec cable		
Numero De Client SAP	105194	N° Commande Client	
Rfrence Article Client			

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

(a) Numéro De Facture SAP	9200294809	Date De Facture	28 Apr 2011
- Matériel	139961	Lot	
Description Produit			
2525 Noir 19mm x 4.6m Haute Tension			

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

track on tape and Silec cannot use the tape and asks us to take back the rolls and send them a replacement order.  
Silec will send us a sample roll showing the default

Actions demandées au client

#### 3) Actions Conservatoires Sur Le Process

## II. EVALUATION ET ACTIONS

Echantillons/Photos Reçus	<input type="text" value="Yes"/>				
Date	<input type="text" value="23 May 2011"/>				
Responsable Processus	<input type="text" value="Sylviane Carras"/>				
Responsable Action	<input type="text" value="pbarrow"/>				
Réclamation justifiée?	<input type="text" value="Yes"/>	Retour marchandise	<input type="text" value="Yes"/>	Destruction marchandise	<input type="text" value="No"/>
Commentaires	<input type="text"/>				

### 1) Analyse

Customer is complaining in respect of Scapa 2525 black 19mm x 4.6m (item 139961) due to "track on the tape". The concern relates to 720 coils provided via Scapa sales order 541302/30. The affected batch is 19762 made on 28/04/2011. It is understood the customer can not use the rolls, and wishes to return them.

Further problem statement: "Problem is difficult to explain but it is in fact no perforated holes. Moreover there are some creases along the roll".

Can Scapa Customer Care please arrange for photos and samples to be sent to Scapa Manchester for checking. Please mark samples for the attention of Mr P. Ward (Quality Dept) with reference number C100109.

Replacement order 554132 has been raised By Scapa Customer Care for replacement goods.

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Samples received 23/05/2011. From inspection of the returned samples, it appears that there are two concerns: occasional folds in the tape and occasional blister/perforations in the tape.

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The goods have been returned to Scapa Manchester by the customer (return number 60028805 refers); can Scapa Customer Care please arrange credit for the affected 720 coils.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="27 May 2011"/>
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### 2) Causes

The blisters/perforations seen in the tape were likely to be due to the compound blistering on the calendar bowls. This was 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 blister/perforation as observed. This could also account for the creasing observed, with some of the creases/folds being subsequently transferred to the coils that were subsequently made at conversion from the jumbo roll.

Auteur	<input type="text" value="Paul Barrow"/>	Date	<input type="text" value="27 May 2011"/>
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### 3) Solutions Possibles

Investigate cause of low temperature on the Calendar Bowl. Take appropriate action to rectify.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="08 Jun 2011"/>
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#### 4) Mise En Place Actions Correctives Permanentes

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. The valve has been replaced and temperatures on the Calendar bowl are now adequate. Bowl temperatures are to be checked periodically.

Auteur	Philip Ward	Date	29 Jun 2011
Date Estimée	07 Jun 2011	Date De Mise En Place	07 Jun 2011
Date De Validation	21 Jun 2011		

#### 5) Validation Des Actions Correctives

Scapa has implemented the above corrective actions.

Valve replaced and jumbo rolls of 2525 run from 07/06/2011 are free from blisters and perforations. For example, batches 19916 on 14/06/2011 & 19941 on 20/06/2011 as supplied to Silec since this concern.

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

Other items potentially affected: None. No other 2525 items are supplied to this customer (item 139961 only).

Monitoring: QC to monitor surface finish of 2525 sheet for an interim period to ensure corrective action is robust.

Auteur	Philip Ward	Date	29 Jun 2011
Date Estimée	07 Jun 2011	Date De Mise En Place	07 Jun 2011
Date De Validation	21 Jun 2011		

#### 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