



Complaint Number: 100113

Report 8D

Generated By: Jayne Jamieson
Generated On: 05 Jul 2011

I. COMPLAINT INFORMATION

| | | | |
|------------------------|----------------------|-------------------|-----------|
| Origination Date | 13 May 2011 | | |
| Sales Name | Dawn Baker | Sales Office | Dunstable |
| Telephone | | Fax Number | |
| Email | dawn.baker@scapa.com | | |
| Customer Complaint Ref | | | |
| Customer Name | Packstat Limited | | |
| SAP Customer Number | 100006 | Customer Order N° | |
| Customer Part Number | | | |

1) Invoices And Items On Complaint

| | | | |
|-------------------------------------|------------|--------------|-------------|
| (a) SAP Invoice Number | 9100231029 | Invoice Date | 14 Sep 2010 |
| - Material | 143327 | Batch | |
| Material Description | | | |
| 3239 Black Bobbin 3mm x 8mm x 1000m | | | |

2) Problem Description

| |
|-------------------------------------|
| badly wound |
| Actions Requested From The Customer |
| credit |

3) Containment Actions

| |
|--|
| |
|--|

II. EVALUATION AND ACTION

Sample/photo Received

Yes

Date

25 May 2011

Process Owner

Paul Rochford

Team Leader

Is Complaint Valid?

No

Return The Goods

Yes

Dispose The Goods

No

Comments

Can we get the Bobbin back for evaluation?

1) Analysis

bobbin shows that the wind is not central, having spoken to the operators this is a common occurance, in the past it has not been an issue as they have been sent out similar to this previously, also the ammount of time it has been since they were made, there is alsI evidence of slipping, where the adhesive has slipped on the liner causing the bobbinto slide down in the box, machinery will be looked at and maybe also the length of time before use may also have to be looked at if problem reoccurs.

Author

Andy Bufton

Date

31 May 2011

2) Root Causes

Author

Date

3) Possible Solutions

Author

Date

4) Implemented Perm Corrective Actions

Author

Date

Estimated Date

Implementation Date

Validation Date

5) Corrective Actions Validation

Author

Date

6) Preventive Actions

| | | | |
|-----------------|--|---------------------|--|
| | | | |
| Author | | Date | |
| Estimated Date | | Implementation Date | |
| Validation Date | | | |

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