



Complaint Number: 101257

Report 8D

Generated By: Kerry Sykes
Generated On: 13 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	16 Sep 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	P.S. Adhesive Systems Ltd.		
SAP Customer Number	101475	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100247533	Invoice Date	25 Aug 2011
- Material	165077	Batch	
Material Description			
43120 400? 1380mm x 25m Medium PE white			

2) Problem Description

Batch number 033
Material buckled across the web - See pictures attached
Actions Requested From The Customer

3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received	<div>Yes</div>				
Date	<div>10 Oct 2011</div>				
Process Owner	<div>Kerry Sykes</div>				
Team Leader	<div>esaegewitz</div>				
Is Complaint Valid?	<div>Yes</div>	Return The Goods	<div>No</div>	Dispose The Goods	<div>Yes</div>
Comments	<div></div>				

1) Analysis

sampleroll show the effect.
winding crushed

Author	<div>Eberhard Sägewitz</div>	Date	<div>13 Oct 2011</div>
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2) Root Causes

Logs are produced with the pressure roll.
foam products will be crushed when this roll will be used.

Author	<div>Eberhard Sägewitz</div>	Date	<div>13 Oct 2011</div>
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3) Possible Solutions

Author	<div></div>	Date	<div></div>
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4) Implemented Perm Corrective Actions

instruct stuff to work foam products without using pressure roll.
modify work instruction

Author	<div>Eberhard Sägewitz</div>	Date	<div>13 Oct 2011</div>
Estimated Date	<div>13 Oct 2011</div>	Implementation Date	<div>13 Oct 2011</div>
Validation Date	<div>13 Oct 2011</div>		

5) Corrective Actions Validation

instruct stuff to work foam products without using pressure roll.
modify work instruction

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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