



Complaint Number: 100517

Report 8D

Generated By: Federica Veronesi

Generated On: 25 Aug 2011

I. COMPLAINT INFORMATION

Origination Date	21 Jun 2011		
Sales Name	Teresa Hajec	Sales Office	Mannheim
Telephone		Fax Number	
Email	teresa.hajec@scapa.com		
Customer Complaint Ref			
Customer Name	Stokvis Tapes Polska Sp. z o.o.		
SAP Customer Number	120363	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9301100519	Invoice Date	20 Jan 2011
- Material	144024	Batch	
Material Description			
5404 White Log 1mm x 1200mm x 60m AP			

2) Problem Description

the issue is low adhesion force.

Previous deliveries were much better and last one is completely NOK.

The surface application is the same, as well as conditions (polypropylene).

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>		
Date	<input type="text" value="27 Jun 2011"/>		
Process Owner	<input type="text" value="Federica Veronesi"/>		
Team Leader	<input type="text"/>		
Is Complaint Valid?	<input type="text" value="No"/>	Return The Goods	<input type="text"/>
		Dispose The Goods	<input type="text"/>
Comments	<input type="text"/>		

1) Analysis

Returned sample strips tested for 180 Degree Peel Adhesion and Dynamic Shear Adhesion.

Results:

180 degree Peel Adhesion to 180 grit Stainless Steel - Open Side 28.8N/25mm, Closed Side 27.9N/25mm. Failure Mode = Foam Delamination. Specification = 15N/25mm minimum.

Dynamic Shear Adhesion to 180 grit Stainless Steel - 41.9N/cm2. Failure Mode = Foam Delamination. Specification = 30N/cm2 minimum.

Sample strips returned meet specification.

Author	<input type="text" value="Terry O'Brien"/>	Date	<input type="text" value="29 Jun 2011"/>
--------	--	------	--

2) Root Causes

Author	<input type="text"/>	Date	<input type="text"/>
--------	----------------------	------	----------------------

3) Possible Solutions

Author	<input type="text"/>	Date	<input type="text"/>
--------	----------------------	------	----------------------

4) Implemented Perm Corrective Actions

Author	<input type="text"/>	Date	<input type="text"/>
Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>		

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