



Complaint Number: 100317

Report 8D

Generated By: Doug Matthews

Generated On: 19 Aug 2011

I. COMPLAINT INFORMATION

Origination Date	06 Jun 2011		
Sales Name	Jim Shauck	Sales Office	Windsor
Telephone	-	Fax Number	-
Email	Jim.Shauck@scapa.com		
Customer Complaint Ref			
Customer Name	Majilite Corporation		
SAP Customer Number	127457	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9700038226	Invoice Date	28 Apr 2011
- Material	159876	Batch	2006981
Material Description			
61" Medical Liner			

2) Problem Description

-Customer complained of a paper defect repeating 61" approx 17-19" from one side. Defect is a depression in paper on the PP coated side. They reported the defect in MR 1,2,4,5,16, and 17.

Actions Requested From The Customer

Supply additional information.

3) Containment Actions

Customer contained product with defect at site and processed material deemed acceptable.

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>				
Date	<input type="text" value="19 Aug 2011"/>				
Process Owner	<input type="text" value="Doug Matthews"/>				
Team Leader	<input type="text" value="Imurphy"/>				
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text" value="Yes"/>	Dispose The Goods	<input type="text" value="No"/>
Comments	<div></div>				

1) Analysis

The customer reported depressions in the paper. Upon review of our retains we found the same depressions in several of the rolls. These are a paper defect the supplier calls "SCABS".

Author	<input type="text" value="Liz Murphy"/>	Date	<input type="text" value="09 Jun 2011"/>
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2) Root Causes

This is a paper defect caused during the paper manufacturing process. There are low spots in the paper caused by debri sticking to one of the drums on the paper manufacturing line.

Author	<input type="text" value="Liz Murphy"/>	Date	<input type="text" value="09 Jun 2011"/>
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3) Possible Solutions

Author	<input type="text"/>	Date	<input type="text"/>
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4) Implemented Perm Corrective Actions

(Internal) - Added a quality inspection step to manufacturing process. All raw base paper requires inspection prior to processing.

(External) - Our manufacturing team has determined that the root cause of the scabs involved on complaint SC20167 was a spot of starch on the calender stack of the paper machine. The corrective actions taken are:

A) Shared the defect samples with all of the operators involved to heighten employee awareness of the problem.

B) Reviewed and reinforced our procedure to check for starch cleanliness and to change starch filters as needed.

C) Reviewed and reinforced our procedure to inspect caliper strips across each parent reel manufactured.

D) Reviewed and reinforced our procedure to isolate and contain any manufacturing defect found. Please let me know if you need anything additional from me.

Gerry Brown
Technical Service Specialist

Author	Doug Matthews	Date	25 Jul 2011
Estimated Date	09 Jun 2011	Implementation Date	17 Jun 2011
Validation Date	30 Jun 2011		

5) Corrective Actions Validation

(Internal) - Raw material inspection prior to run revealed a greater confidence in the material being run. It also identified a few concern areas we were able to monitor and evaluate.

(External) - Paper inspection prior to runs since the scab was detected and corrected at Finch have been clean. Every paper roll for Majilite is inspected and the operators are familiar with the defect and how to look for it. No issues since the run with this defect.

Author	Doug Matthews	Date	19 Aug 2011
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6) Preventive Actions

Future runs will have the paper inspected prior to extrusion. With the operator familiarity with the scabs, we have a high confidence level in our ability to detect and screen any scabs in the paper.

Author	Doug Matthews	Date	19 Aug 2011
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?	Yes		
Reference	Printed on the order packet	Date	19 Aug 2011

(c) FMEA

Reviewed?	No		
Reference		Date	

(d) Customer specification

Reviewed?	No		
Reference		Date	

8) Congratulate The Team