



Complaint Number: 101341

Report 8D

Generated By: Kerry Sykes
Generated On: 03 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	22 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	Flowstrip Limited		
SAP Customer Number	100009	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100248105	Invoice Date	07 Sep 2011
- Material	138653	Batch	
Material Description			
3159 Black 1220mm x 1400m Plain			

2) Problem Description

3159 black
BN 15745/3
Order 15106
Delivery note 81066968

Again, mis-aligned material, differential tension across the width. Loss of yield 100m – Debit note 2693 raised.

Actions Requested From The Customer

3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Kerry Sykes"/>		
Team Leader	<input type="text" value="pbarrow"/>		
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text"/>
		Dispose The Goods	<input type="text"/>
Comments	<input type="text"/>		

1) Analysis

Customer is complaining in respect of Scapa 3159 black 1400m jumbo roll (item 138653) due to misaligned material & differential tension across the width.

The affected material is from roll batch number 15745/3, made on 07/09/2011. Three x 1400m jumbo rolls of 138653 were supplied via Scapa sales order 569375/10 (4200m). The customer is claiming for 100m due to loss of yield. Photos provided by the customer show misaligned material and creases/wrinkles within the affected jumbo.

Can Customer Care please arrange suitable credit for the affected material, due to loss of yield as experienced by the customer.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="03 Oct 2011"/>
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2) Root Causes

Misaligned material within the jumbo is likely due to the width of the LDPE film varying within the input roll, as supplied to Scapa. Such may be the cause of the differential tension across the width, which appears to manifest as creases and wrinkles within the jumbo.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="03 Oct 2011"/>
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3) Possible Solutions

1. Brief all of the Adhesive Coating Line crews for the concerns being experience by Flowstrip

2. Compile comprehensive action plan to address all concerns/problems being experienced by Flowstrip.

3. Complaint to be raised with LDPE film supplier for variable film width.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="03 Oct 2011"/>
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4) Implemented Perm Corrective Actions

1. Brief Adhesive Coating Line for the concerns being experience by Flowstrip. Done by site Quality Manager during weeks 38 & 39.

2. Compile comprehensive action plan to address all concerns/problems being experienced by Flowstrip. Action plan is currently being compiled.

3. Complaint raised with LDPE film supplier for variable film width (done week 38)

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="03 Oct 2011"/>
Estimated Date	<input type="text" value="03 Oct 2011"/>	Implementation Date	<input type="text" value="03 Oct 2011"/>

Validation Date

5) Corrective Actions Validation

Complaint raised with LDPE film supplier for variable film width (done week 38). This appears to be an intermittent concern, and our formal complaint is being reviewed by our Supplier.

The outcome/response to our formal complaint will be fed into the comprehensive action plan that is being compiled, when available.

Author Date

6) Preventive Actions

Comprehensive action plan to be compiled to address all concerns/problems being experienced by Flowstrip with Cloth SPL jumbos; actions to be referenced in complaint C101323 when available.

Author Date

Estimated Date Implementation Date

Validation Date

7) Review Of Documentation

(a) MSR

Reviewed?

Reference Date

(b) Flow chart, control plan, work inspection instructions

Reviewed?

Reference Date

(c) FMEA

Reviewed?

Reference Date

(d) Customer specification

Reviewed?

Reference Date

8) Congratulate The Team