



Complaint Number: 101601

Report 8D

Generated By: Serena Olmo
Generated On: 22 Nov 2011

I. COMPLAINT INFORMATION

Origination Date	17 Oct 2011		
Sales Name	Lorenzo Frattini	Sales Office	Ghislarengo
Telephone		Fax Number	
Email	Lorenzo.frattini@scapa.com		
Customer Complaint Ref			
Customer Name	Technologic Tapes, S.L.		
SAP Customer Number	113218	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200297445	Invoice Date	27 May 2011
- Material	151090	Batch	
Material Description			
43010 100? 1240mm x 25m slit max 5-cuts			
(b) SAP Invoice Number	9200298073	Invoice Date	06 Jun 2011
- Material	151090	Batch	
Material Description			
43010 100? 1240mm x 25m slit max 5-cuts			

2) Problem Description

CUSTOMER SAYS THAT, THE ENDS STAND UP AND
THE LINER PART STICKS WELL, BUT WICH IS NOT WITH THE LINER HARDLY STICK, LIKE THEY
WERE TWO DIFFERENT ADHESIVES

samples already in Rorschach

Bartc numbers : 2033157 & 2025436

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received

Yes

Date

02 Nov 2011

Process Owner

Serena Olmo

Team Leader

Is Complaint Valid?

No

Return The Goods

Dispose The Goods

Comments

1) Analysis

batch 2033157 batch 2025496

peel adh. side A

12.9

11.0

N/25mm

peel adh. side B

13.5

14.0

N/25mm

spec

11.0 - 17-0

N/25mm

sheare side A

> 50

28.9

houres

sheare side B

> 46

< 28

houres

spec

24

houres

Author

Eberhard Sägewitz

Date

18 Nov 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