



Complaint Number: 100121

## Report 8D

Generated By: Karim Fekih

Generated On: 23 Aug 2011

### I. COMPLAINT INFORMATION

Origination Date	17 May 2011		
Sales Name	Andre Chartrain	Sales Office	Windsor
Telephone	+1 514 695 3915	Fax Number	+1 613 432 9434
Email	Andre.Chartrain@scapa.com		
Customer Complaint Ref			
Customer Name	EDELSTEIN DIVERSIFIED SPECIALTIES		
SAP Customer Number	126661	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9600027846	Invoice Date	11 Feb 2011
- Material	162655	Batch	
Material Description			
273 NT 72MMX91.4M ECHO 8			
(b) SAP Invoice Number	9600028286	Invoice Date	24 Feb 2011
- Material	162655	Batch	
Material Description			
273 NT 72MMX91.4M ECHO 8			

#### 2) Problem Description

Customer has a total of 75 cs where the liner is splitting and ripping when they try to remove it.  
batch #'s 0000566000 and 0000561507.  
Samples are en route for evalutaion.

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<div>No</div>				
Date	<div></div>				
Process Owner	<div>Cynthia Craig</div>				
Team Leader	<div></div>				
Is Complaint Valid?	<div>Yes</div>	Return The Goods	<div>Yes</div>	Dispose The Goods	<div>No</div>
Comments	<div></div>				

1) Analysis

Reviewed the samples returned by the customer and checked the batch information,  
The 2 mil liner was not easy to remove and upon removal we noted the liner breaking. However, what we saw is typical with the 2 mil liner.

Reviewed the issue with A Boldt and a decision was made to take back the 75 cases and perform an inspection and any good material will be returned back to Edlestein.

This will be communicated to Andre Chartain and make sure that the customer is aware.

Author	<div>Karim Fekih</div>	Date	<div>26 May 2011</div>
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2) Root Causes

2 mil HDPE liner has a low tear strength and is hard to peel off, it has a tendency to break upon removal.  
In additon the 2 mil liner has high elongation and tends to stretch and cause wrinkles during converting

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3) Possible Solutions

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

Changed the liner to 2.5 mil MDPE, this resulted in lower scrap rate and better release,

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Estimated Date	<div></div>	Implementation Date	<div></div>
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Validation Date	<div></div>
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## 5) Corrective Actions Validation

Corrective action was implemented in March and since then we have been producing the 273 product with the 2.5 mil MDPE liner we have seen a decrease in scrap rate and no customer issues.

Author		Date	
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## 6) Preventive Actions

Author		Date	
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Estimated Date		Implementation Date	
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Validation Date	
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## 7) Review Of Documentation

### (a) MSR

Reviewed?	No
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Reference		Date	
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### (b) Flow chart, control plan, work inspection instructions

Reviewed?	No
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Reference		Date	
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### (c) FMEA

Reviewed?	No
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Reference		Date	
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### (d) Customer specification

Reviewed?	No
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Reference		Date	
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## 8) Congratulate The Team