



Complaint Number: 101249

Report 8D

Generated By: Kerry Sykes
Generated On: 28 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	16 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	Industrial Self Adhesives Ltd		
SAP Customer Number	100007	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100246380	Invoice Date	28 Jul 2011
- Material	147570	Batch	
Material Description			
3122 Yellow 1180mm x 50m Scapa UK only			

2) Problem Description

Complaint : Our customer has this material slit to 25mm and has complained that the first 15 – 20% of each roll has to be thrown away because it is splitting as they unwind the material. Also the weave of the cloth is totally different and the finish of the roll is totally different

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<div>Yes</div>		
Date	<div>19 Sep 2011</div>		
Process Owner	<div>Il-soo Choi</div>		
Team Leader	<div>ISChoi</div>		
Is Complaint Valid?	<div>Yes</div>	Return The Goods	<div></div>
		Dispose The Goods	<div></div>
Comments	<div></div>		

1) Analysis

<div>Splicing error.</div>	
<div>Operators did not detected fabric splicing point.</div>	
Author	<div>Il-soo Choi</div>
Date	<div>24 Oct 2011</div>

2) Root Causes

<div>Weave problem</div>	
<div>Our cloth fabric supplier did not flag at splicing point.</div>	
<div>And our PE laminating operators did not detect splicing point.</div>	
Author	<div>Il-soo Choi</div>
Date	<div>24 Oct 2011</div>

3) Possible Solutions

<div></div>	
Author	<div></div>
Date	<div></div>

4) Implemented Perm Corrective Actions

<div>We informed our fabric supplier that splicing flag was missed, and they'll mark splicing point with tag.</div>	
<div>Reinforced process inspection and incoming inspection.</div>	
<div>STK will compensate for the defective goods.</div>	
Author	<div>Il-soo Choi</div>
Date	<div>25 Oct 2011</div>
Estimated Date	<div>25 Oct 2011</div>
Implementation Date	<div>25 Oct 2011</div>
Validation Date	<div>26 Oct 2011</div>

5) Corrective Actions Validation

1. We had a meeting with a supplier, and firmly asked them about splicing errors.
They will make splicing point with tag.

2. Have trained the related workers for splicing.

Author	Il-soo Choi	Date	26 Oct 2011
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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