



N° De Réclamation: 100251

## Rapport 8D

Généré Par: Sylviane Carras  
Généré Le: 30 Jun 2011

### I. COMPLAINT INFORMATION / IDENTIFICATION DE LA RECLAMATION

Date De La Réclamation	30 May 2011		
Nom correspondant commercial	Paul Bican	Sales Office (Bureau Commercial)	Valence
Téléphone	+33 (0)4 66 20 00 26	No. Fax	-
Email	paul.bican@scapa.com		
Référence réclamation client			
Nom Du Client	Nexans France Paillart		
Numero De Client SAP	105187	N° Commande Client	
Rfrence Article Client			

#### 1) Factures Et Articles Sur La Réclamation

(a) Numéro De Facture SAP	9200292924	Date De Facture	06 Apr 2011
- Matériel	137461	Lot	
Description Produit			
SFR10/103 Nat 30mmx800m&76idx370-400od			

#### 2) Description Du Problème Identifié Par Le Client

Splice despite the TRD
Actions demandées au client

#### 3) Actions Conservatoires Sur Le Process

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## II. EVALUATION ET ACTIONS

Echantillons/Photos Reçus	<input type="text" value="Yes"/>		
Date	<input type="text" value="09 Jun 2011"/>		
Responsable Processus	<input type="text" value="Sylviane Carras"/>		
Responsable Action	<input type="text" value="pward"/>		
Réclamation justifiée?	<input type="text" value="Yes"/>	Retour marchandise	<input type="text" value="No"/>
		Destruction marchandise	<input type="text" value="Yes"/>
Commentaires	<input type="text"/>		

### 1) Analyse

Customer is complaining in respect of Scapa SFR10/103 30mm x 800m (item 137461) due to a splice joint being incorporated in a pad. The photo provided by the customer appears to show one pad of SFR10/103 tape with a splice and three samples of cable where splice has been incorporated. The affected material relates to goods supplied via Scapa sales order 537368/50 for 195 pads of 137461; batch number is 4704/06 which was made on 05/04/2011. Scapa understand that they need to supply SFR10/103 pads to this customer without splice joint per customer specification STA FRPA0251 section 2. A formal instruction (document TRD 684) has previously been issued to Production which includes the requirement for joint free pads; a copy of this instruction is attached to the Scapa Complaints system for reference.

It is understood that 3.5kg of 137461 from batch 4704/06 is subject to claim.

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Scapa are to investigate this incident.

It is understood that samples of the splices and cables are being sent for Scapa to review.

Scapa Customer Care has been requested to clarify how many pads from the consignment of 195 were found by the customer to contain splice.

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Sample received 09/06/2011: sample splices and cable were received and checked. These samples confirm that splices were incorporated by Scapa into the pad. Can Scapa Customer Care please arrange suitable credit for the 3.5kg subject to claim; the affected material can be disposed.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="08 Jun 2011"/>
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### 2) Causes

From investigation it appears that some of the Production Operatives on the CWT Conversion plant appear to have ignored the formal instruction (TRD684) that states "pads must be splice-free", and have packed pads that included splices. This was done with good intention to maximize OD of the pad.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="08 Jun 2011"/>
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### 3) Solutions Possibles

1. Quality Brief to be held with all relevant Production Operatives and Production Supervision, with the meeting to be led by the site QA Officer.
2. The samples and photos from the customer are to be shown to Production Operatives as part of Quality Brief.
3. Following the Quality Brief, all relevant Production Operatives are to sign-off an agreement that they fully understand that SRF10/103 pads for Nexans France must not contain splices.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="28 Jun 2011"/>
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#### 4) Mise En Place Actions Correctives Permanentes

1. Quality Brief was held on 23.06.2011 with all CWT plant Production Operatives and Production Supervision, with the meeting being led by the site QA Officer.

2. The samples and photos from the customer are to be shown to CWT plant Production Operatives as part of Quality Brief. The samples and photos were shown to the Production Operatives as a point of discussion during the brief.

3. Following the Quality Brief, all CWT plant Production Operatives have signed-off an agreement that they fully understand that SRF10/103 pads for Nexans France must not contain splices. The sign-off by the Production Operatives is effective from 24/06/2011.

Auteur	Philip Ward	Date	28 Jun 2011
Date Estimée	28 Jun 2011	Date De Mise En Place	28 Jun 2011
Date De Validation	28 Jun 2011		

#### 5) Validation Des Actions Correctives

Scapa has implemented the above actions.

Following the Quality Brief, all CWT plant Production Operatives have signed-off an agreement that they fully understand that SRF10/103 pads for Nexans France must not contain splices. The sign-off by the Production Operatives is effective from 24/06/2011. QA to random check conversion activity for SFR10/103 pads, for an interim period.

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Can the customer please check stock of this consignment at their premises. It is assumed the balance of this material has been consumed by the customer; can they please check their stocks as confirmation.

Auteur	Philip Ward	Date	28 Jun 2011
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#### 6) Actions Préventives

System update: None applies; TRD 684 clearly states that SRF10/103 pads for Nexans France must not contain splices.

Other items potentially affected: above corrective action will apply to all sizes of SFR10/103 pads supplied to Nexans France.

Monitoring: QA to random check conversion activity for SFR10/103 pads, for an interim period.

Auteur	Philip Ward	Date	28 Jun 2011
Date Estimée	28 Jun 2011	Date De Mise En Place	28 Jun 2011
Date De Validation	28 Jun 2011		

#### 7) Mise à Jour Documentation

##### (a) MSR

Commenté?	No		
Référence		Date	

##### (b) Révision logigrammes/plans de surveillance/instructions de fabrication et de contrôle

Commenté?	No		
Référence		Date	

##### (c) Révision AMDEC

Commenté?	No		
Référence		Date	

##### (d) Spécification client

Commenté?	No	
Référence		Date

8) Félicitations à Toute L'équipe