



Complaint Number: 101467

Report 8D

Generated By: Nicole Dufault
Generated On: 28 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	30 Sep 2011		
Sales Name	Mark Matyas	Sales Office	Windsor
Telephone	-	Fax Number	-
Email	Mark.Matyas@scapa.com		
Customer Complaint Ref			
Customer Name	Walco Corporation		
SAP Customer Number	128118	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9700042997	Invoice Date	13 Sep 2011
- Material	158725	Batch	
Material Description			
136 YELLOW 52INX2000YD			

2) Problem Description

Customer rejecting partial roll - 50"x700" due to poor wind - causing material to crease as it unwinds, and causing finished rolls to have poor wind.

Actions Requested From The Customer

Customer requesting credit and corrective action.

3) Containment Actions

Customer has rejected material and has it on QA hold at their location

II. EVALUATION AND ACTION

Sample/photo Received

Yes

Date

Process Owner

Nicole Dufault

Team Leader

Is Complaint Valid?

Yes

Return The Goods

No

Dispose The Goods

Yes

Comments

Customers must expect a certain amount of scrap when converting semi-finished goods.
It is worth noting that our slitters are equipped with edge rollers that stretch out the edges of the jumbo during converting which helps minimize wrinkles in these types of situations. This type of equipment could be beneneficial to Walco if they already do not have this.

1) Analysis

Off gauge section on one side of the jumbo. This was the first jumbo made at the calender following 44" wide yellow product. Calender Outgoing Production Log records do not indicate any defects in the roll. No Calender Running Conditions record could be found for this shift.
Lab test data indicate average total thickness of 8.5 mils, and backing thickness of 4.6 mils. These values are within spec but the backing thickness is at the lower end of the range.
The sample sent by Walco was taken from the "bad" section of the jumbo. Thickness is also within specification.

Author

Date

2) Root Causes

Possibly improper temperature settings but this cannot be confirmed as the Running Conditions records were not found for this shift.

Author

Nicole Dufault

Date

27 Oct 2011

3) Possible Solutions

Author

Date

4) Implemented Perm Corrective Actions

- Polyethylene extruder and melt temperatures are currently being reviewed with the objective of optimizing cross web thickness profile.
- Ensure calender operators always complete their Calender Running Conditions form.
- We are in the process of evaluating an in-line thickness measurement system for our polyethylene products. This will allow better control of our cross web thickness and better tracking of jumbo quality.

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