



Complaint Number: 101385

## Report 8D

Generated By: Debbie Haynes

Generated On: 28 Sep 2011

### I. COMPLAINT INFORMATION

Origination Date	27 Sep 2011		
Sales Name	Scapa Interco	Sales Office	
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	Scapa (Shanghai) Int Trading Co Ltd		
SAP Customer Number	126495	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9301101896	Invoice Date	28 Feb 2011
- Material	103032	Batch	
Material Description			
2702 Black 1430mm x 33m Scapa T38C ST			

#### 2) Problem Description

telescoping problem in 2702B,

After splitting to the size 9mm\*33m, we shipped this 2702B to the customer. The customer found the heavy telescoping problem for this 2702B in their house. Could you pls find the root cause, and provide the corrections, and prevention methods(such as 8D report) in written. We should give a written report to the end-customer.

We always provided the 2702B to this customer for a long time. There was no this serious problem in previous. I doubt if some problem on the backing material or rolling process.

The Lot No. for this batch of 2702: 1108994903

Purchase Order No. SS1102034

#### Actions Requested From The Customer

The distributor hope SCAPA can issue the investigation report( including Root cause, correctives, precautions, et al. 8D report is available) in written which will help to persuade the end-customer. Could you pls coordinate the factory QA/QC department to issue a report?

#### 3) Containment Actions

## II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Maurizio Bollea"/>		
Team Leader	<input type="text" value="mbollea"/>		
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text"/>
		Dispose The Goods	<input type="text"/>
Comments	<input type="text"/>		

### 1) Analysis

<input type="text" value="telescoping"/>			
Author	<input type="text" value="Maurizio Bollea"/>	Date	<input type="text" value="28 Sep 2011"/>

### 2) Root Causes

<p>This issue could happen spottly due to the interaction between PVC film and adhesive. From technical point of view the product is ok (adhesion) but we know there are some difficult to use. Telescoping is the result of the interaction of several causes related to the elastic memory of the calendered soft pvc. Scapa is already using the best of the known self-adhesive tapes technology to avoid this undesired effect. The defect is not detectable on logs and the 100% of control on produced rolls is not possible, due also to negative cost effects. - A very small percentage of rolls, under stressed environmental conditions (e.g. during transport, stocking etc) can telescope.</p>			
Author	<input type="text" value="Maurizio Bollea"/>	Date	<input type="text" value="28 Sep 2011"/>

### 3) Possible Solutions

<p>Corrective action in place since 2003: Check of 100 % batches of produced adhesive - Statistic test of accelerate simulation of environmental stress on 100% of produced pvc tapes batches. Curing process after pvc/adhesive coating. The target of the process is to reduce the elastic memory of the pvc and create the adhesive cross-link.</p>			
Author	<input type="text" value="Maurizio Bollea"/>	Date	<input type="text" value="28 Sep 2011"/>

### 4) Implemented Perm Corrective Actions

<p>Corrective action in place since 2003: Check of 100 % batches of produced adhesive - Statistic test of accelerate simulation of environmental stress on 100% of produced pvc tapes batches. Curing process after pvc/adhesive coating. The target of the process is to reduce the elastic memory of the pvc and create the adhesive cross-link.</p>			
Author	<input type="text" value="Maurizio Bollea"/>	Date	<input type="text" value="28 Sep 2011"/>
Estimated Date	<input type="text" value="28 Sep 2011"/>	Implementation Date	<input type="text" value="28 Sep 2011"/>
Validation Date	<input type="text" value="28 Sep 2011"/>		

## 5) Corrective Actions Validation

no telescoping on material in stock

Author	Maurizio Bollea	Date	28 Sep 2011
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## 6) Preventive Actions

The curing process can prevent the telescoping effect but Scapa cannot guarantee 100% of rolls free from this effect, due to the external factors that can generate it, e.g. long exposure at temperature 40°C (container on ship or trucks, harbour warehouses, customer warehouses etc).

Author	Maurizio Bollea	Date	28 Sep 2011
Estimated Date	28 Sep 2011	Implementation Date	28 Sep 2011
Validation Date	28 Sep 2011		

## 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