



Complaint Number: 100217

Report 8D

Generated By: Kerry Sykes
Generated On: 08 Jul 2011

I. COMPLAINT INFORMATION

Origination Date	26 May 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	Flowstrip Limited		
SAP Customer Number	100009	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100243275	Invoice Date	20 May 2011
- Material	138653	Batch	
Material Description			
3159 Black 1220mm x 1400m Plain			

2) Problem Description

Creasing, badly marked surface, delamination and ripping out evident from the start of re-wind. Then 700m into re-wind, encountered further, more severe delamination, ripping out and material not releasing. We've persevered with this material as far as is practicable, however, as a result of the defects within this jumbo we can no longer utilise it
Total loss of yield equates to 550m with 300m remaining on the jumbo core. As a result, Debit note 2672 has been raised.

It's very concerning that there are such variations in material consistency. It's been communicated previously that the root cause of similar defects were water leaks in the screw and Banbury, poor clearances in the Banbury and Banbury door not sealing correctly, resulting in poorly mixed adhesive. We've been informed that all these problems have been addressed – water leak repaired on mixing screw, Banbury wall repaired/clearances reduced, Ram seal on Banbury door repaired and a spreader roller fitted to the cloth spreading process. All of these improvements have been validated as effective on 26/04/11 as per the attached 8D.

The defects encountered with 3159 BN 14662/1 are very similar to the defects encountered previously, Are the problems we've encountered still associated with the Banbury mix, or a separate/new problem?

Actions Requested From The Customer

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="Kerry Sykes"/>				
Team Leader	<input type="text" value="pbarrow"/>				
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text" value="No"/>	Dispose The Goods	<input type="text" value="Yes"/>
Comments	<input type="text"/>				

1) Analysis

The customer is complaining in respect of Scapa 3159 black 1220mm x 1400m jumbo roll (item 138653) due to creasing, delamination, material ripping out and poor appearance. The complaint relates to at total of 800m taken from jumbo roll batches 14662/1, 14662/2 and 14662/3 made on 18/05/2011 per Scapa sales order 550101/10. Three 1400m jumbo rolls of item 138653 were supplied on this consignment (4800m).

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Photos provided by the customer show the delamination & poor appearance as observed on their process, for all three jumbo rolls supplied on this consignment.

The customer has claimed 800m loss of yield from the total consignment. Can Scapa Customer Care please arrange suitable credit and advise customer to dispose of affected material if not already done.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="01 Jul 2011"/>
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2) Root Causes

The ripping and delamination effects observed by the customer are likely to be due to brief mis-feed of resin into the adhesive, causing a localized patch of high adhesion that resulted in the effects as observed.

The creasing effects observed by the customer are likely to be due to poor winding at the take-up stage of the adhesive coating process.

Author	<input type="text" value="Paul Barrow"/>	Date	<input type="text" value="01 Jul 2011"/>
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3) Possible Solutions

Ripping and delamination: Check associated adhesive mix & dispense equipment. Review sensitivity of control system on the dispense equipment to see if this can be enhanced.

Creasing: Spreading roller to be fitted to cloth spreading process, to aid removal folds and creases.

Author	<input type="text" value="Paul Barrow"/>	Date	<input type="text" value="01 Jul 2011"/>
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4) Implemented Perm Corrective Actions

Ripping and delamination: associated adhesive mix & dispense equipment was checked and was operating correctly. Sensitivity of control system on the dispense equipment was enhanced to smooth out and further stabilize delivery of resin into the adhesive.

Creasing: Spreading roller fitted to cloth spreading process, to aid removal folds and creases. This may need to some fine tuning to get best benefit on Scapa 3159.

Author	<input type="text" value="Paul Barrow"/>	Date	<input type="text" value="01 Jul 2011"/>
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Estimated Date	<input type="text" value="17 May 2011"/>	Implementation Date	<input type="text" value="17 May 2011"/>
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Validation Date	30 Jun 2011
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5) Corrective Actions Validation

Scapa has implemented the above corrective actions, and such should start to provide even tighter control.

Ripping and delamination: Sensitivity of control system on the dispense equipment was enhanced to smooth out and further stabilize delivery of resin into the adhesive. The effects observed on this incident may be associated with the initial bedding-in of this enhancement.

Creasing: Spreading roller fitted to aid removal of creases; may need fine tuning and further works to give best results.

Author	Paul Barrow	Date	01 Jul 2011
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6) Preventive Actions

Above actions to be applied to other products supplied to this customer e.g. 3160, 3120 and 3162 jumbo rolls.

Author	Paul Barrow	Date	01 Jul 2011
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Estimated Date	17 May 2011	Implementation Date	17 May 2011
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Validation Date	30 Jun 2011
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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