Complaint Number: 100737

Report 8D

Generated By: Lynn Cartwright
Generated On: 12 Aug 2011

I. COMPLAINT INFORMATION

Origination Date	13 Jul 2011		
Sales Name	Martin Becker-Cable	Sales Office	Mannheim
Telephone	0049 4106 762636	Fax Number	0049 4106 626336
Email	martin.becker@scapa.com		
Customer Complaint Ref			
Customer Name	Nexans Norway AS (Havik)		
SAP Customer Number	105285	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100240245	Invoice Date	16 Mar 2011
- Material	141782	Batch	

Material Description
SC37/90 Black 65mm x 1500m & 76idx500od

2) Problem Description

Loosely spooled cores.

Actions Requested From The Customer

"Look into your production logs and see if you have any indication what is causing these problems? Advise on findings and any corrective actions".

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	Yes				
Date	02 Aug 2011				
Process Owner	Lynn Cartwright				
Team Leader	pward				
Is Complaint Valid?	Yes	Return The Goods	No	Dispose The Goods	Yes

Comments

1) Analysis

The customer is complaining in respect of Scapa SC37/90 65mm x 1500m semi-conducting cable wrapping tape (item 141782) , due to "loosely spooled cores". The customer has provided photographs for the affected material, which appears to show the core-end of a pad with fraying and uneven winding toward the core-end; it is understood this core-end was removed from the customers process following use. The customer has equivalent of 70kg of core-end pads, which can not be used on their process.
The material subject to concern refers to material supplied under Scapa sales order 539720/10, which was dispatched on 15/03/2011 per dispatch note 0081020689. A total of 907kg (88 pads) was supplied on this consignment; batch numbers were 4658/01 and 4658/04.
The concern appears to be similar to an incident in December 2010 (Scapa complaint 17783).
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Two core-end pads were received on 02/08/2011 for this complaint. These sample pads were inspected and compared with sample pads of previous complaint material (C17783) and SC37/90 pads taken from February 2011 and July 2011 manufacture at Scapa Manchester.
Visual check of the returned pad-ends shows uneven winding at the core-end, and there is evidence of creasing and folds at the core-end when the tape is unwound. These returned pad-ends are certainly different in appearance to SC37/90 pads compared from Scapa production (which appear in good condition: bookend/even edges, tight spooling with no creasing, folding or fraying evident at any point to the core).
Sample pads were assessed; test report (including example photos) for assessment is attached to the Scapa complaints system.
Scapa agrees the customer has a problem, but can not pin-point the extract root cause from analysis conducted.
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Can Scapa Customer care please arrange suitable credit for the affected 70kg, and advise customer that they can dispose of this material.

Author	Philip Ward	Date	18 Jul 2011

2) Root Causes

Scapa agrees the customer has a problem, but can not pin-point the extract root cause from analysis conducted.
Following review of conversion process, the conversion equipment appears to be functioning correctly.
The pads appear to be in good condition following conversion with tight spooling; however, there seems to be an unidentified element subsequently causing the creasing/folding effect as observed by the customer when the pads are used in their cable wrapping activity.
Scapa are to pursue investigation, as detailed below.

Author	Philip Ward	Date	12 Aug 2011

3) Possible Solutions

1. Assess returned pad-ends sample pads and compare with sample pads of previous complaint material (C17783) and SC37/90 pads taken from February and July 2011 manufacture at Scapa Manchester.
2. Review conversion process for SC37/90 manufacture.
3. Inspect and pull-down pads of SC37/90, taken from above manufacture activity
4. Show returned pad-end samples to the Conversion Operators as point of reference.

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4) Implemented Perm Corrective Actions

1. Assess pads: refer to report attached to Scapa Complaints system.
2. Review conversion process for SC37/90 manufacture (batch 4785/01 on 26/07/2011): Brake system on CWT conversion process was viewed - appears to be working adequately, the web is visually tight during the start-up part of the process and throughout the winding of the pad.
3. Inspect and pull-down pads of SC37/90 (batch 4785/01 on 26/07/2011): No creasing fraying or folds along the length or near the core-end; bookend and even edges. Tight spooling is evident at core-end of pad. The tape unwinds cleanly to the core on pull-down.
4. Show returned pad-end samples to the Conversion Operators as point of reference. Returned samples presented to Operators by Quality Assurance, following receipt of pads on 02/08/2011.

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5) Corrective Actions Validation

Scapa have reviewed the conversion activity and the equipment appears to be working correctly; the pads appear to be in good condition following manufacture with tight spooling.

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Scapa to photograph and take/retain sample pads for future SC37/90 consignments to Havik.

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It may be prudent for the Customer to inspect the SC37/90 pads before use on their cable wrapping activity, to verify their appearance and condition.

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6) Preventive Actions

Possible further avenues for investigation are:
- Review whether the CWT conversion process can provide tension profile for pads during wind-up.
- Verify moisture content for SC37/90 directly following spreading.
- Photograph and take/retain sample pads for future SC37/90 consignments to Havik.
- Further open discussion within Scapa to identity other possible causes for review.

These are to be pursued subsequent to this concern.

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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