Complaint Number: 101445

Report 8D

Generated By: Beatrice Porchier
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I. COMPLAINT INFORMATION

Origination Date	23 Sep 2011		
Sales Name	Paul Bican	Sales Office	Valence
Telephone	+33 4 66 20 00 26	Fax Number	-
Email	paul.bican@scapa.com		
Customer Complaint Ref			
Customer Name	Corning Cable Systems Poland		
SAP Customer Number	119971	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200305468	Invoice Date	19 Sep 2011
- Material	160528	Batch	

Material Description
WSL2250-T 15MMX15400M R30-22-10

2) Problem Description

During the production process was observed the cracks of the film layer tape. They appeared at about 4800 meters in length reel 15 400 mtr. Over the next kilometer cause tape breaking (weakened place with incised and separated a layer of foil).
Defect of the tape may cause serious delays in production and customer dissatisfaction.
Since this is one production batch, the customer is afraid that all the reels may have a defect that is detectable after about for example 4 - 5 km. This carries a risk of generating a great scrap of the material and human effort with rework.
If the next reel has any defect the cable production will be immediately stop.

Also, they notify the poor quality of winding and some kind of impurity between coils of tape. Please see attached picture. It also may cause damage of individual sections tape and their final product.
They want to return two mention spools with these defects.

At the moment their expectation is the reimbursement for the rework of cable, due to the tape's flaw. The cost of the repair / rework of the cable, caused by faulty tape, amounted 1673,75 EUR. (It includes cost of scraped material and work of our operators).

More details can be saw in pictures sent by seperate e-mails.

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	Yes				
Date	28 Sep 2011				
Process Owner	Krystyna DeVries				
Team Leader	sterry				
Is Complaint Valid?	Yes	Return The Goods		Dispose The Goods	

Comments

1) Analysis

Customer complains about splitsorcracks in the filmlayer and alsoabout poor winding and contamination of the winding. Analysis of the pictures indicates the widing deviates at the spool edge in several places and also that pieces of tape are wound in. Break were reported but can't be evaluated by photo.

All of the above issues are consistent with poorly slit material being wound into spools. The spoolprocess runs 4 spoolsat a time and th 4 ends must be cleanly slit to widn properly. If the ends a re not cleanly slit, the tape film layer will tear resulting in breaks in our customers process. If the tape breaks in our process, the subsequent repair can resultin poorly wound spoolsand tape setions being wound into th spool, but only if the operators at spooling do not follow proper protocol.

Author	Simon Terry	Date	30 Sep 2011

2) Root Causes

Root cause is improperly slit S code due to the condition of the slt 23 bed roll surface.

The bed roll is worn out and requires replacement

Author	Simon Terry	Date	30 Sep 2011

3) Possible Solutions

Author		Date	

4) Implemented Perm Corrective Actions

Not yet implemented reqires investigation of cost

Author	Simon Terry	Date	14 Oct 2011
Estimated Date	14 Nov 2011	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