



Reklamations Nummer: 100769

Bericht 8D

Generiert Von: Gabriele Robens
Generiert: 26 Aug 2011

I. REKLAMATIONSDATEN

Kreiert	15 Jul 2011		
Verkäufer Name	Martin Becker-Cable	Verkaufs Büro	Mannheim
Telefon	0049 4106 762636	Faxnummer	0049 4106 626336
Email	martin.becker@scapa.com		
Kunden reklamations ref			
Kundenname	Nexans Deutschland GmbH N		
SAP Kundennummer	105160	Kunden Bestellnummer	
Teile Nr Des Kunden			

1) Rechnungen Und Artikel Dieser Reklamation

(a) SAP Rechnungsnummer	9100241405	Rechnungsdatum	08 Apr 2011
- Material	113241	Batch	
Materialbeschreibung			
FR14/103 Black 50mmx400m&76idx235-265od			

2) Problembeschreibung

parts of material are showing to high thickness of adhesive and hard adhesive areas, material tears off

Aktion vom Kunde gefordert

3) Sofort Maßnahmen Am Process

II. AUSWERTUNG UND AKTIONEN

Muster/Photo Erhalten	<input type="text" value="Yes"/>			
Datum	<input type="text" value="25 Jul 2011"/>			
Prozess Besitzer	<input type="text" value="Gabriele Robens"/>			
Team Leiter	<input type="text" value="pward"/>			
Ist Reklamation berechtigt ?	<input type="text" value="Yes"/>	Material retournieren	<input type="text"/>	Material vernichten
Bemerkungen	<input type="text"/>			

1) Analyse

The customer has a concern with a delivery of Scapa FR14/103 Black 50mm x 400m cable wrapping tape (item 113241). The concern relates to "parts of material are showing to high thickness of adhesive and hard adhesive areas, material tears off".

The complaints relates to 829m2 (36 pads) of 113241, which was supplied via Scapa sales order 539365/10 and was dispatched from Scapa on 08.04.2011.

A sample of the affected material was sent to Scapa for checking, which was received on 25/07/2011. This confirms heavy coat weight and high thickness, but only a short patch of the tape (approx 0.5m) appears to be affected.

This consignment contained two batches: batch 4460/11 coated on 04/01/2011 and batch 4667/03b coated on 28/03/2011. The coating fault is likely to be isolated to one of these batches, due to the different coating dates. Therefore, a maximum of 24 pads should be affected from this consignment.

It may be possible to view the area of high coating via inspection of the pad, as such may show as a thick black band on the side of the pad. Can Scapa Customer Care ask if the customer could kindly inspect the pads and use any pads that appear OK and segregate any pads that are unsuitable.

Autor	<input type="text" value="Philip Ward"/>	Datum	<input type="text" value="27 Jul 2011"/>
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2) Ursache

This heavy coating fault would have been created during the coating process.

The coating process is being reviewed, to establish the entry point for the fault. To help Scapa understand the cause of the fault can Scapa Customer Care please ask the customer please confirm the position within the pad where the fault was encountered (e.g. start of pad, end of pad, etc).

Autor	<input type="text" value="Philip Ward"/>	Datum	<input type="text" value="27 Jul 2011"/>
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3) Mögliche Lösungen

1. Returned samples/photos to be shown to Production Operatives on the coating process responsible for this consignment.

Also, all other shifts on the coating process to be included.

2. Returned samples/photos to be shown to Production Operatives on the subsequent conversion activity.

3. Refresh Production Operatives on the coating process to flag any heavy weight material, to allow removal of such at subsequent conversion activity.

4. Next coating run of FR14/103 to be subject to Technical supervision.

5. Continue review process following feedback from customer in respect of position of the fault within the pad.

Autor	<input type="text" value="Philip Ward"/>	Datum	<input type="text" value="27 Jul 2011"/>
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4) Einführung Der Korrektur-Massnahmen

Interim statement:

Possible solution actions 1 to 4 completed.

Possible solution action 5 – ongoing, pending customer feedback.

Autor	Philip Ward	Datum	27 Jul 2011
Geschätztes Planungsdatum	25 Aug 2011	Implementierungs Datum	25 Aug 2011
Validierungsdatum	25 Aug 2011		

5) Korrekturmaßnahmen Validierung

1. Returned samples/photos to be shown to Production Operatives on the coating process responsible for this consignment.
Also, all other shifts on the coating process to be included.
2. Returned samples/photos to be shown to Production Operatives on the subsequent conversion activity.
3. Refresh Production Operatives on the coating process to flag any heavy weight material, to allow removal of such at subsequent conversion activity.
4. Next coating run of FR14/103 to be subject to Technical supervision.

Autor	Paul Barrow	Datum	25 Aug 2011
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6) Vorbeugende Massnahmen

1. Returned samples/photos to be shown to Production Operatives on the coating process responsible for this consignment.
Also, all other shifts on the coating process to be included.
2. Returned samples/photos to be shown to Production Operatives on the subsequent conversion activity.
3. Refresh Production Operatives on the coating process to flag any heavy weight material, to allow removal of such at subsequent conversion activity.
4. Next coating run of FR14/103 to be subject to Technical supervision.

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Geschätztes Planungsdatum	25 Aug 2011	Implementierungs Datum	25 Aug 2011
Validierungsdatum	25 Aug 2011		

7) Überprüfung Der Dokumentation

(a) MSR

Zutreffend?	No		
Referenz		Datum	

(b) Flussdiagramm, Arbeitsanweisungen

Zutreffend?	No		
Referenz		Datum	

(c) FMEA

Zutreffend?	No		
Referenz		Datum	

(d) Kunde Spezifikation

Zutreffend?	No
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Referenz

Datum

8) Gratuliere Dem Team