



Complaint Number: 100925

Report 8D

Generated By: José Gonzalez

Generated On: 08 Sep 2011

I. COMPLAINT INFORMATION

Origination Date	04 Aug 2011		
Sales Name	Mauro Granaglia	Sales Office	
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	Cintubex S.L.		
SAP Customer Number	112971	Customer Order N°	287/11
Customer Part Number	MARKAN33RO50		

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200293524	Invoice Date	13 Apr 2011
- Material	103584	Batch	
Material Description			
2721 Rojo 50mm x 33m Neutro			

2) Problem Description

Rolls damaged.

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="Claudio Mutti"/>				
Team Leader	<input type="text" value="cmutti"/>				
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

Based of the information received the rolls are telescoped This issue could happens 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.

Author	<input type="text" value="Claudio Mutti"/>	Date	<input type="text" value="05 Aug 2011"/>
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2) Root Causes

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.

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3) Possible Solutions

<input type="text"/>			
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Author	<input type="text"/>	Date	<input type="text"/>
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4) Implemented Perm Corrective Actions

Check of 100 % batches of produced adhesive - Statistic test of accelerate simulation of environmental stress on 100% of produced pvc tapes batches. The actions are in place since year 2003

Author	<input type="text" value="Claudio Mutti"/>	Date	<input type="text" value="05 Aug 2011"/>
Estimated Date	<input type="text" value="05 Aug 2011"/>	Implementation Date	<input type="text" value="05 Aug 2011"/>
Validation Date	<input type="text" value="05 Aug 2011"/>		

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