



Complaint Number: 100409

## Report 8D

Generated By: Christine Hulme  
Generated On: 01 Jul 2011

### I. COMPLAINT INFORMATION

Origination Date	13 Jun 2011		
Sales Name	Daniel Ephgrave	Sales Office	Dunstable
Telephone	+44 1582 474 655	Fax Number	
Email	daniel.ephgrave@scapa.com		
Customer Complaint Ref			
Customer Name	Ambu Sdn Bhd. (336938-A)		
SAP Customer Number	118164	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100234612	Invoice Date	16 Nov 2010
- Material	159639	Batch	
Material Description			
3334 White 1.1mm x 44mm x200m Non Adh HT			

#### 2) Problem Description

1 roll of material 0309 foam is not adhering to release/paper liner. This has resulted in the machine rollers unable to guide the foam to the base p1per properly. Photo attached to complaint.

Actions Requested From The Customer

#### 3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>		
Date	<input type="text" value="22 Jun 2011"/>		
Process Owner	<input type="text" value="Andy Bufton"/>		
Team Leader	<input type="text"/>		
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text"/>
		Dispose The Goods	<input type="text"/>
Comments	<input type="text"/>		

1) Analysis

1 roll returned. Roll shows several wraps where paper has become detached from foam and foam is narrower than the paper by 5mm. This continues for 42 metres from the core until the paper remains adhered to the foam and foam is same width of paper. On closer examination of roll, where there is a transition between suspect product and good product there can be seen a curved distortion of foam surface and some slit marks in the foam. This indicates that there was likely to be an interruption in the slitting process which has caused the foam to stretch whilst being rewound slit. This stretching has detached foam from paper at same time.

Author	<input type="text" value="Terry O'Brien"/>	Date	<input type="text" value="27 Jun 2011"/>
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2) Root Causes

<input type="text"/>			
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Author	<input type="text" value="Andy Bufton"/>	Date	<input type="text" value="27 Jun 2011"/>
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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

<input type="text"/>			
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Author	<input type="text"/>	Date	<input type="text"/>
Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>		

5) Corrective Actions Validation

<input type="text"/>			
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Author	<input type="text"/>	Date	<input type="text"/>
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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