



Complaint Number: 100557

Report 8D

Generated By: Federica Veronesi
Generated On: 08 Jul 2011

I. COMPLAINT INFORMATION

Origination Date	17 Jun 2011		
Sales Name	Ivo Hanusek	Sales Office	Mannheim
Telephone	+420 379 730838	Fax Number	
Email	ivo.hanusek@scapa.com		
Customer Complaint Ref			
Customer Name	VLM Trade spol. s.r.o.		
SAP Customer Number	118629	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9301101999	Invoice Date	03 Mar 2011
- Material	115721	Batch	0000563537
Material Description			
8705B Transp. 6mm x 66m 8389			

2) Problem Description

The adhesion level is too low. The customer cannot use this tape. In the past they used to purchase product 8010 and everything was OK. Now with product 8705b the adhesion level is not enough.
Samples of complained goods will be with you next week.

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="Federica Veronesi"/>		
Team Leader	<input type="text"/>		
Is Complaint Valid?	<input type="text" value="No"/>	Return The Goods	<input type="text"/>
		Dispose The Goods	<input type="text"/>
Comments	<div>After test in production the customer agree to change from 8010 to 8705. But he might see a difference because of the adhesive witch change. (rubber become acrylic)</div>		

1) Analysis

Initial tests have been made on this product : 8705 (348 and 380 cN/cm for mini 300 - nominal 400 maxi 500 cN/cm)	
Author	<input type="text" value="Michel Hamant"/>
Date	<input type="text" value="07 Jul 2011"/>

2) Root Causes

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

3) Possible Solutions

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

4) Implemented Perm Corrective Actions

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

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