



Complaint Number: 100149

## Report 8D

Generated By: Federica Veronesi  
Generated On: 01 Jul 2011

### I. COMPLAINT INFORMATION

Origination Date	18 May 2011		
Sales Name	Ivo Hanusek	Sales Office	Mannheim
Telephone	+420 379 730838	Fax Number	
Email	ivo.hanusek@scapa.com		
Customer Complaint Ref			
Customer Name	LAGA Borohradek, s.r.o.		
SAP Customer Number	123386	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9301102316	Invoice Date	10 Mar 2011
- Material	146693	Batch	0000566427
Material Description			
1810A Black 25mm x 30m Scapa Auto			

#### 2) Problem Description

The adhesive penetrates through the carrier and the antenna cables become gluey, sticky. Sample rolls of the complained goods will be received asap.

Actions Requested From The Customer

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#### 3) Containment Actions

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## II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>		
Date	<input type="text" value="13 May 2011"/>		
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><p>we would like to understand more precisely the way the tape is wired on the harness and if it goes through heat treatment after the application.</p><p>We would appreciate if you would indicate information of the application: type of cable, temperature etc.</p></div>		

### 1) Analysis

The rolls received has been tested and they are conform.

We noted the stickness of the harness but not in the rolls.

We have found that adhesiv doesn't pass to the back during the unwind of the rolls.

The ahesive coated is not too soft because the rolls are not sticky.

We have tested:

- adhesion to back
- unwind force (this is high but still ok also because the rolls are close to shelf life)
- adhesive quantity

Test done 28/06/11:

New test done with the samples received from the customer.

Tests performed on the cables showed no defect.

The problem is evident when the felt tape is applied and then removed later in the areas concerned.

Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="29 Jun 2011"/>
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### 2) Root Causes

Author	<input type="text"/>	Date	<input type="text"/>
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### 3) Possible Solutions

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

Author		Date	
Estimated Date		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