



Complaint Number: 101503

Report 8D

Generated By: Kerry Sykes
Generated On: 14 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	05 Oct 2011		
Sales Name	Andrew Sampson	Sales Office	Ashton
Telephone	+44 (0)161 301 7400	Fax Number	+44 (0)161 301 7445
Email	andrew.sampson@scapa.com		
Customer Complaint Ref			
Customer Name	Flowstrip Limited		
SAP Customer Number	100009	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100248644	Invoice Date	20 Sep 2011
- Material	114637	Batch	
Material Description			
3160 Black 1220mm x 1400m Plain			

2) Problem Description

Problems encountered with:

3160 black
BN 15830/1
Order 15147
Delivery note 81070329

Again, delamination, differential tension across the width, badly marked surface, patchy/lumpy/inconsistent adhesive, mis-aligned material, creases/folds. Loss of yield 100m Debit note 2703.

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="Kerry Sykes"/>		
Team Leader	<input type="text" value="pbarrow"/>		
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

Customer is complaining in respect of Scapa 3160 black 1400m jumbo roll (item 114637) due to “delamination, differential tension across the width, badly marked surface, patchy/lumpy/inconsistent adhesive, mis-aligned material, creases/folds”. The affected material are batch numbers 15830/1, made on 19/09/2011. One x 1400m jumbo roll of 114637 was supplied via Scapa sales order 571126/20. The customer is claiming for 100m due to loss of yield. Photos provided by the customer show delamination & rip-out on their process.

Can Customer Care please arrange suitable credit for the affected material, due to loss of yield as experienced by the customer.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="14 Oct 2011"/>
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2) Root Causes

The delamination and ripping out effects observed by the customer are likely to be due to brief misfeed of resin into the adhesive, causing a localized patch of high adhesion that resulted in the effects as observed.

Misaligned material within the jumbo is likely due to the width of the LDPE film varying within the input roll, as supplied to Scapa. Such may be the cause of the differential tension across the width, which appears to manifest as creases and wrinkles within the jumbo.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="14 Oct 2011"/>
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3) Possible Solutions

1. Brief all of the Adhesive Coating Line crews for the concerns being experience by Flowstrip
2. Review Resin feed system for functionality and check for potential errors.
3. Compile comprehensive action plan to address all concerns/problems being experienced by Flowstrip.
4. Complaint to be raised with LDPE film supplier for variable film width.

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4) Implemented Perm Corrective Actions

1. Brief Adhesive Coating Line for the concerns being experience by Flowstrip. Done by site Quality Manager during weeks 38 & 39.
2. Resin feed system checked for functionality and appears to be OK. Brackets added to resin feed system to attempt to prevent clogging or loss of material. Done during week 38, subsequent to this batch being made.
3. Compile comprehensive action plan to address all concerns/problems being experienced by Flowstrip. Action plan is currently being compiled.

4. Complaint raised with LDPE film supplier for variable film width (done week 38).

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Estimated Date	14 Oct 2011	Implementation Date	14 Oct 2011
Validation Date	14 Oct 2011		

5) Corrective Actions Validation

Resin feed system checked for functionality and appears to be OK. Brackets added to resin feed system to attempt to prevent clogging or loss of material. Done during week 38.

Complaint raised with LDPE film supplier for variable film width (done week 38). This appears to be an intermittent concern, and our formal complaint is being reviewed by our Supplier. The outcome/response to our formal complaint will be fed into the comprehensive action plan that is being compiled, when available.

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6) Preventive Actions

Comprehensive action plan to be compiled to address all concerns/problems being experienced by Flowstrip with Cloth SPL jumbos; actions to be referenced in complaint C101323 when available.

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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