



Complaint Number: 101591

Report 8D

Generated By: Paola Crepaldi
Generated On: 14 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	14 Oct 2011		
Sales Name	Jean-Philippe Dupont-Automotive	Sales Office	Valence
Telephone	+33 4 75 44 80 00	Fax Number	+33 4 75 44 80 55
Email	jean-philippe.dupont@scapa.com		
Customer Complaint Ref			
Customer Name	DELPHI Automotive System Ltd. Sti		
SAP Customer Number	126493	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9301107694	Invoice Date	21 Sep 2011
- Material	124887	Batch	0911253369
Material Description			
2702 Black 9mm x 33m Scapa Towerpack T38			

2) Problem Description

Telescoping

Actions Requested From The Customer

3456 suspect parts on hand which will be sorted by Partner CRS.

To check processes and stocks 100% and send the next shipment with an additional label written "Parts are OK for Z310" all on the boxes, so that we will know they are guaranteed and stop the sorting.

The customer is also informing : "Please be informed that until the delivery with an indicator on the boxes (controlled label, green dot etc.) which shows the the parts are controlled for this problem, the sorting will continue without any notification to the supplier."

3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>				
Date	<input type="text"/>				
Process Owner	<input type="text" value="Stefano Roncarolo"/>				
Team Leader	<input type="text" value="sroncarolo"/>				
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

Telescoping			
Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="14 Oct 2011"/>

2) Root Causes

<p>This issue could happen spotly 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.</p>			
Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="14 Oct 2011"/>

3) Possible Solutions

<p>Corrective action in place since 2003: Check of 100 % batches of produced adhesive - Statistic test of accelerate simulation of environmental stress on 100% of produced pvc tapes batches. Curing process after pvc/adhesive coating. The target of the process is to reduce the elastic memory of the pvc and create the adhesive cross-link.</p>			
Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="14 Oct 2011"/>

4) Implemented Perm Corrective Actions

<p>The curing process can prevent the telescoping effect but Scapa cannot guarantee 100% of rolls free from this effect, due to the external factors that can generate it, e.g. long exposure at temperature 40°C (container on ship, harbour warehouses, customer warehouses etc).</p>			
Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="14 Oct 2011"/>
Estimated Date	<input type="text" value="14 Oct 2011"/>	Implementation Date	<input type="text" value="14 Oct 2011"/>
Validation Date	<input type="text" value="14 Oct 2011"/>		

5) Corrective Actions Validation

Author		Date	

6) Preventive Actions

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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