



Reklamations Nummer: 100741

Bericht 8D

Generiert Von: Ingrid Schneider

Generiert: 09 Aug 2011

I. REKLAMATIONSDATEN

Kreiert	14 Jul 2011		
Verkäufer Name	Gerd Lehner	Verkaufs Büro	Mannheim
Telefon		Faxnummer	
Email	gerd.lehner@scapa.com		
Kunden reklations ref			
Kundenname	Produkta GmbH		
SAP Kundennummer	118665	Kunden Bestellnummer	
Teile Nr Des Kunden			

1) Rechnungen Und Artikel Dieser Reklamation

(a) SAP Rechnungsnummer	9350058767	Rechnungsdatum	29 Nov 2010
- Material	107434	Batch	B325
Materialbeschreibung			
5669 Schwarz Log 0.4mm x 1200mm x 60m			

2) Problembeschreibung

2 different colours
Adhesion to low
more Information please contact Gerd Lehner.
he has visited the customer yesterday.
samples on the way to Dunstable

Aktion vom Kunde gefordert
credit

3) Sofort Maßnahmen Am Process

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II. AUSWERTUNG UND AKTIONEN

Muster/Photo Erhalten	<input type="text" value="Yes"/>			
Datum	<input type="text" value="19 Jul 2011"/>			
Prozess Besitzer	<input type="text" value="Ingrid Schneider"/>			
Team Leiter	<input type="text"/>			
Ist Reklamation berechtigt ?	<input type="text" value="No"/>	Material retournieren	<input type="text"/>	Material vernichten
Bemerkungen	<input type="text"/>			

1) Analyse

2 sample rolls returned, 1 x 19mm wide (a), 1 x 50mm wide (b).
Open side = 'Black' side of product. Closed side = 'Grey' side of product.

Test results:

180 Degree Peel Adhesion to Stainless Steel, 10 minute dwell. Specification is 5N/25mm minimum.

Open side sample a = 19.2N/25mm, Closed side sample a = 19.7N/25mm.

Open side sample b = 15.9N/25mm, Closed side sample b = 21.0N/25mm.

'T' Block Adhesion:

Stainless steel blocks, 72 hour dwell. Specification is 55N/cm² minimum.

Sample a = 117N/cm².

Sample b = 116N/cm².

Cold Slam

-40 Degrees celcius. Specification is 100 slams with no sign of failure.

Sample a = Passed

Sample b = Passed

70 Degree celcius Static Shear.

Specification is 150 hours, weight loading = 0.2kg/cm².

Sample a = Passed

Sample b = Passed.

Both returned samples meet specification for adhesion.

The 'grey' appearance on one side is due to the casting of the base foam where the free blown face produces a 'grey' appearance after adhesive coating due to the tiny imperfections in the free blown surface producing tiny air bubbles at the interface of adhesive and foam. The closed side of the adhesive coated foam is the cast side of the base foam. This face is cast against a casting paper which produces a smooth surface and when adhesive coated gives the 'black' appearance. This is inherrent in our process and is not detrimental to product performance.

Autor	<input type="text" value="Terry O'Brien"/>	Datum	<input type="text" value="04 Aug 2011"/>
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2) Ursache

Autor		Datum	

3) Mögliche Lösungen

Autor		Datum	

4) Einführung Der Korrektur-Massnahmen

Autor		Datum	
Geschitztes Plannungsdatum		Implementierungs Datum	
Validierungsdatum			

5) Korrekturmaßnahmen Validierung

Autor		Datum	

6) Vorbeugende Massnahmen

Autor		Datum	
Geschitztes Plannungsdatum		Implementierungs Datum	
Validierungsdatum			

7) Überprüfung Der Dokumentation

(a) MSR

Zutreffend?	No		
Referenz		Datum	

(b) Flussdiagramm, Arbeitsanweisungen

Zutreffend?	No		
Referenz		Datum	

(c) FMEA

Zutreffend?	No		
Referenz		Datum	

(d) Kunde Spezifikation

Zutreffend?	No		
Referenz		Datum	

8) Gratuliere Dem Team