



Complaint Number: 100357

Report 8D

Generated By: Kerry Sykes

Generated On: 05 Jul 2011

I. COMPLAINT INFORMATION

Origination Date	09 Jun 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	9100243933	Invoice Date	03 Jun 2011
- Material	138652	Batch	
Material Description			
3159 Silver 1220mm x 1400m Plain			

2) Problem Description

Delamination, ripping out, badly marked surface and peaks and troughs across the surface (see attached photos). The material prior to the splice was of very poor quality, with folds, creases, delamination and peaks/troughs evident.

Re. the material captured on photo 3, please explain why/how this is present in the jumbo and the cause? Is the Splicing Method work instruction attached still 'live'? Should substandard material still be removed and discarded (as it states), as judging by this jumbo, it appears that this is not happening?

Loss of yield 50m, for which Debit note 2675 raised.

Actions Requested From The Customer

3) Containment Actions

--

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>				
Date	<input type="text" value="09 Jun 2011"/>				
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" value="No"/>	Dispose The Goods	<input type="text" value="Yes"/>
Comments	<input type="text"/>				

1) Analysis

The customer is complaining in respect of Scapa 3159 silver 1220mm x 1400m jumbo roll (item 138652) due to delamination, material ripping out and poor appearance. The complaint relates to 50m section that was found in jumbo roll batch 14775/4 made on 01/06/2011 per Scapa sales order 552760/20. It is understood that the affected material was found in the vicinity of a splice contained within this jumbo roll.

Five 1400m jumbo rolls of 138652 were supplied on this consignment (7000m).

=====

Photos provided by the customer show the delamination & poor appearance as observed on their process. No samples have been provided for this incident.

The customer has claimed 50m loss of yield. Can Scapa Customer Care please arrange suitable credit and advise customer to dispose of affected material if not already done.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="04 Jul 2011"/>
--------	--	------	--

2) Root Causes

The effects observed by the customer relate to a 50m section of material. It is understood that the affected material was found in the vicinity of a splice contained within jumbo batch 14775/4.

From the photos provided, it is supposed that insufficient material was pulled through, before making the splice within this jumbo. Therefore, a short patch of poor adhesive appears to have been incorporated in the vicinity of the splice on this occasion.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="04 Jul 2011"/>
--------	--	------	--

3) Possible Solutions

1. Review published instruction for splice method.
2. Verbal instruction to be given to crews in respect of this issue & splicing methodology, following receipt of this concern.
3. Issue Quality alert to the plant, including the crew responsible for jumbo batch 14475/4.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="04 Jul 2011"/>
--------	--	------	--

4) Implemented Perm Corrective Actions

1. Review published instruction for splice method, document WI07A-043. The method appears to be adequate for splicing activity, and this concern appears to be an isolated incident. The instruction clearly states that material is to be pulled through until good quality adhesive has been achieved.
2. Verbal instruction was given to crews in respect of this issue & splicing methodology, following receipt of this concern.
3. Quality alert was issued to the plant, including the crew responsible for jumbo batch 14475/4. The alert includes

statement to remove sufficient material prior to making splice. Copy of Quality Alert that was issued is attached to the Scapa complaints system for reference.

Author	Philip Ward	Date	04 Jul 2011
Estimated Date	04 Jul 2011	Implementation Date	04 Jul 2011
Validation Date	04 Jul 2011		

5) Corrective Actions Validation

Scapa has implemented the above corrective actions.
No further incidents advised by customer since this concern.
Quality alert was issued to the plant on 01/07/2011.
Copy of Quality Alert that was issued is attached to the Scapa complaints system for reference.

Author	Philip Ward	Date	04 Jul 2011
--------	-------------	------	-------------

6) Preventive Actions

Quality alert was issued to the plant, including statement to remove sufficient material prior to making splice. This will apply to all jumbos supplied to this customer.

Author	Philip Ward	Date	04 Jul 2011
Estimated Date	04 Jul 2011	Implementation Date	04 Jul 2011
Validation Date	04 Jul 2011		

7) Review Of Documentation

(a) MSR

Reviewed?	No		
Reference		Date	

(b) Flow chart, control plan, work inspection instructions

Reviewed?	Yes		
Reference	WI07A-043	Date	01 May 2009

(c) FMEA

Reviewed?	No		
Reference		Date	

(d) Customer specification

Reviewed?	No		
Reference		Date	

8) Congratulate The Team