



Complaint Number: 101369

## Report 8D

Generated By: Kerry Sykes  
Generated On: 03 Oct 2011

### I. COMPLAINT INFORMATION

Origination Date	26 Sep 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	9100248103	Invoice Date	07 Sep 2011
- Material	138652	Batch	
Material Description			
3159 Silver 1220mm x 1400m Plain			

#### 2) Problem Description

3159 silver  
BN 15724/1  
Order 15092  
Delivery note 81066966

Differential tension, creasing/folds, lumpy/inconsistent/missing adhesive.

Loss of yield 50m, for which Debit note 2696 raised.

It seems that the problems we're encountering are demonstrative of what was previously attributed to Banbury/mix problems (lumpy adhesive/delamination) and creasing/folds/tension (calendaring process problems). Is this the case?

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Problems encountered with:

3159 silver

BN 15724/3

Order 15092

Delivery note 81066966

Delamination, ripping out, badly marked surface, mis-aligned material, creasing. Loss of yield 50m added onto Debit note 2696

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 3159 silver 1400m jumbo roll (item 138652) due to delamination/ripping-out, badly marked surface, lumpy adhesive, misaligned material and creasing/folds.

The affected material are batch numbers 15724/1 & 15724/3, made on 06/09/2011. Three x 1400m jumbo rolls of 138652 were supplied via Scapa sales order 563979/20 (4200m). The customer is claiming for 100m due to loss of yield. Photos provided by the customer show material with distorted web and delamination/rip-out on their process.

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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="03 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.

The alignment issues within the jumbo are likely due to the width of the LDPE film varying within the input roll, as supplied to Scapa.

Issues due to distorted fabric construction are likely due to the cloth supplied to Scapa e.g. variable construction within the jumbo roll or snagging due to poor edge of input roll causing distortion. This may also contribute to the creasing observed within the jumbo.

The lumpy adhesive could be due to the layout of the Calender ears, whereby the build-up of dried adhesive falls into the rolling bank, and is subsequently spread onto the face of the substrate.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="03 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.
5. Complaint to be raised with cloth supplier for poor construction.
6. Review and modify ears on Calender bowls to eliminate lumpy adhesive problems.

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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.
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)
5. Complaint raised with cloth supplier for poor construction (done week 38).
6. Review and modify ears on Calender bowls to eliminate lumpy adhesive problems. Work underway, modification should be provisionally completed week 42/43.

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Estimated Date	03 Oct 2011	Implementation Date	03 Oct 2011
Validation Date	03 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.

Complaints have been raised with LDPE film supplier for variable film width (done week 38) and with cloth supplier for poor construction (done week 38). These appear to be an intermittent concern, and our formal complaints are being reviewed by our respective Suppliers. The outcome/response to our formal complaints will be fed into the comprehensive action plan that is being compiled, when available.

Work on modified ears for Calender bowls is underway, and should be provisionally completed week 42/43.

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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
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Reference		Date	
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(d) Customer specification

Reviewed?	No
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Reference		Date	
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8) Congratulate The Team