



Rapport 8D

Généré Par: Beatrice Porchier
Généré Le: 29 Jun 2011

I. COMPLAINT INFORMATION / IDENTIFICATION DE LA RECLAMATION

Date De La Réclamation	15 Jun 2011		
Nom correspondant commercial	Christian De Feraudy	Sales Office (Bureau Commercial)	Valence
Téléphone	+33 (0)2 38 46 02 27	No. Fax	-
Email	christian.deferaudy@scapa.com		
Référence réclamation client			
Nom Du Client	LEPERCQ		
Numero De Client SAP	123357	N° Commande Client	
Rfrence Article Client			

1) Factures Et Articles Sur La Réclamation

(a) Numéro De Facture SAP	9200291997	Date De Facture	25 Mar 2011
- Matériel	147984	Lot	0000572065
Description Produit			
H193U Marron 50mm x 25m 7559			

2) Description Du Problème Identifié Par Le Client

The customer used to order this reference for several months. He noticed that there was a difference in quality on the rolls.
The liner will come off more easily which severely penalizes the production line on which he works.
The customer sent two representative samples of two different qualities and would like an analysis to determine the source of the problem and also whether the rolls are from the same manufacturing plant and if the process has evolved.

Also the customer note that the rolls are wound on different cores (cores plastic while in the past, it was cardboard cores.)

Valence receive logs from Windsor in 25 m x 1372 mm, and only slit rolls. No other transformation of the product in Valence site. Valence noticed that sometimes Windsor sent product (raw material) on carboard cores instead of plastic cores.

Actions demandées au client

3) Actions Conservatoires Sur Le Process

II. EVALUATION ET ACTIONS

Echantillons/Photos Reçus	<input type="text" value="Yes"/>		
Date	<input type="text" value="20 Jun 2011"/>		
Responsable Processus	<input type="text" value="Seb Houle"/>		
Responsable Action	<input type="text"/>		
Réclamation justifiée?	<input type="text" value="No"/>	Retour marchandise	<input type="text"/>
		Destruction marchandise	<input type="text"/>
Commentaires	<input type="text"/>		

1) Analyse

This material was tested for Adhesion to Release (the ease with which the liner comes off). And are finding the opposite of the complaint (the "Bad" material has a higher release then the "Good" material), however both are within specification. "Good" is ~5.7 g/in and the "Bad" is ~9.2g/in, whereas the specification is 5.0 to 25.0 g/in. On the other hand the QA test results for the "Bad" material was 5.3 g/in, which is very much in-line with historical test results. Of 12 Jumbos produced the average release has been 6.54 g/in (w/standard deviation of 2.91g/in), however this was influenced by two results of 12.5 and 12.8 g/in. Excluding these outliers, the average is 5.32(w/standard deviation of 0.64) g/in.

The product is all from the same manufacturing facility/process (Windsor), and there has been no evolutions or changes to the process.

Regarding the cores, the product should be on plastic cores, as the BOM and slitting specifications indicate. If any material was sent on cardboard cores, this would be in error. Windsor QA will review the specification with the slitting supervisor, as well as adding a note to the specification noting the complaint about the cardboard cores. However, this should be an issue separate from any release variations.

Without further information or clarification, this complaint isn't justified.

Auteur	<input type="text" value="Seb Houle"/>	Date	<input type="text" value="28 Jun 2011"/>
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2) Causes

<input type="text"/>			
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Auteur	<input type="text"/>	Date	<input type="text"/>
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3) Solutions Possibles

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Auteur	<input type="text"/>	Date	<input type="text"/>
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4) Mise En Place Actions Correctives Permanentes

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Auteur	<input type="text"/>	Date	<input type="text"/>
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Date Estimée	<input type="text"/>	Date De Mise En Place	<input type="text"/>
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Date De Validation

5) Validation Des Actions Correctives

Auteur Date

6) Actions Préventives

Auteur Date

Date Estimée Date De Mise En Place

Date De Validation

7) Mise à Jour Documentation

(a) MSR

Commenté?

Référence Date

(b) Révision logigrammes/plans de surveillance/instructions de fabrication et de contrôle

Commenté?

Référence Date

(c) Révision AMDEC

Commenté?

Référence Date

(d) Spécification client

Commenté?

Référence Date

8) Félicitations à Toute L'équipe