



Complaint Number: 101307

## Report 8D

Generated By: Doug Matthews

Generated On: 22 Sep 2011

### I. COMPLAINT INFORMATION

Origination Date	29 Aug 2011		
Sales Name	Jim Shauck	Sales Office	Windsor
Telephone	-	Fax Number	-
Email	Jim.Shauck@scapa.com		
Customer Complaint Ref			
Customer Name	Majilite Corporation		
SAP Customer Number	127457	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9700040735	Invoice Date	08 Jul 2011
- Material	159876	Batch	
Material Description			
61 Medical Liner			

#### 2) Problem Description

Customer stated that they ran into a roll of paper with 4 splices of which all of the splices were spliced with brown tape on the back side as well as the coating side. This caused us some down time on the line due to the 1st splice getting by the un-wind, otherwise Majilite would have re-done the splice.

Under normal circumstances, the paper side has the brown paper tape and the coating side has a heat type plastic splicing tape. In this instance, the brown tape was on the coated side as well.

Samples were forwarded to show operators who are making the splices. Majilite will continue to look for other rolls of paper today using the wrong type of splicing tape. We plan on using 30,000 yards of paper in the next 24 hours.

Actions Requested From The Customer

Customer is requesting Corrective and Preventive action.

3) Containment Actions

All material was shipped and used by Majilite.

## II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Doug Matthews"/>		
Team Leader	<input type="text" value="dmatthews"/>		
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 that they starting running the release liner and ran into a roll of paper with 4 splices of which all of the splices were spliced with brown tape on the back side as well as the coating side. This caused us some down time on the line due to the 1st splice getting by our un-wind, otherwise we would have re-done the splice.

Under normal circumstances, the coating side of your paper usually arrives with a heat type plastic splicing tape and the brown paper splice tape on the paper side. In this instance, the brown tape was on the coated side as well. The customer forwarded a few samples of these splices so that you can show them to your operators who are making the splices.

The customer continued to look for other rolls of paper using the wrong type of splicing tape. They planned on using 30,000 yards of paper.

-Sample received.

-Roll is number 19 of the series. SAP Invoice No. 9700040735, SEF P.O. 82962, Lot number 2034246.

Author	<input type="text" value="Doug Matthews"/>	Date	<input type="text" value="21 Sep 2011"/>
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### 2) Root Causes

Operator failed to follow splice procedure.

Author	<input type="text" value="Doug Matthews"/>	Date	<input type="text" value="21 Sep 2011"/>
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### 3) Possible Solutions

<input type="text"/>			
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Author	<input type="text"/>	Date	<input type="text"/>
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### 4) Implemented Perm Corrective Actions

-Operator communication was made with operator involved.

Author	<input type="text" value="Doug Matthews"/>	Date	<input type="text" value="21 Sep 2011"/>
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Estimated Date	<input type="text"/>	Implementation Date	<input type="text" value="21 Sep 2011"/>
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Validation Date	<input type="text" value="21 Sep 2011"/>
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## 5) Corrective Actions Validation

-Contact with all operators has been made.

-RUN packet note being issued.

Author	Doug Matthews	Date	21 Sep 2011
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## 6) Preventive Actions

-All other operators were contacted to reinforce the customer's requirement for splices.

-A note specific to splices will be included in the RUN package for every Majillite order.

Author	Doug Matthews	Date	22 Sep 2011
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Estimated Date		Implementation Date	22 Sep 2011
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Validation Date	22 Sep 2011
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## 7) Review Of Documentation

### (a) MSR

Reviewed?	No
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Reference		Date	
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### (b) Flow chart, control plan, work inspection instructions

Reviewed?	No
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Reference		Date	
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### (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