Complaint Number: 100479

Report 8D

Generated By: Doug Matthews
Generated On: 03 Aug 2011

I. COMPLAINT INFORMATION

Origination Date	16 Jun 2011		
Sales Name	Scapa Interco	Sales Office	
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	Scapa North America		
SAP Customer Number	100076	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

2) Problem Description

The last run of RX1123P resulted in major scrap and delay in both coating and slittling. In Coating, Windsor was forced to reduce the speed of the Coater from 75ft/min to slower speeds ranging from 40 ft to 55ft/min to allow for good lamination. The result of this speed reduction was a $4163 labor variance. The Scrap rate in sltting was 10.85% (37,358.96 sqft of 344,213.125 sqft.

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	No				
Date					
Process Owner	Doug Matthews				
Team Leader	dmatthews				
Is Complaint Valid?	Yes	Return The Goods		Dispose The Goods	

Comments

1) Analysis

-For windsor run RX1123P, lot and roll numbers were requested but not provided. We suspected this was our last run of this product (2030232) so we checked retains from beginning, middle and end of run. These did not show any affects from bands but probably would not since they are taken at the end of the roll on the coater just after being made.

-Retain samples were checked for larger than normal caliper variations across the web. Although the scrim makes it hard to accurately measure the thickness of the laminate, 40 measurements were taken across the web for the beginning, middle and end of the run. No caliper variations, which would indicate bands, were observed.

-All material was used at Windsor with nothing to return. No roll or lot numbers were available from Windsor.

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2) Root Causes

-With lack of caliper variation in the retains, which would link the variation to the bands and the lack of sample rolls or return material, it is hard to define the root cause.

-It is possible that the heat and humidity of transport/storage may have caused additional radial and circumferential forces in the rolls. The additional forces of this type have been known to exacerbate this type of defect.

Author	Doug Matthews	Date	15 Jul 2011

3) Possible Solutions

-It is possible that the heat and humidity of transport/storage may have caused additional radial and circumferential forces in the rolls. The additional forces of this type have been known to exacerbate this type of defect.

-Normal standing gage variation can cause bands. Without normal process variation to randomize the gage, standing gage can stack up in a lane and cause bands and impressions. Many cast film winders have oscillation to randomize gage and reduce bands.

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4) Implemented Perm Corrective Actions

We will continue to ask for lot and roll numbers. When available, these allow us to narrow down the search for factors which can contribute to defects. Internal to the Syracuse site, tracability is excellent and we can, nearly always, pinpoint a cause and effect relationship. Without this data, we can only speculate.

The high temperature variations have been known to change the internal stresses on rolls which would make more air bleed out of the roll than normal. If the roll has average caliper variation, which normally would not cause bands, and is then subjected to higher than normal temperature variations, bands may "pop" out. The bands would then cause wrinkle and ridge impressions which can cause customer problems.

The corrective action for this type of problem is less obvious than other cause and effect relationships. Better caliper control may be needed for those times of the year when extreme heat stress is a factor. Tracability would help the investigation process to zero in on the cause of the defect.

Author	Doug Matthews	Date	15 Jul 2011
Estimated Date	15 Jul 2011	Implementation Date	15 Jul 2011
Validation Date	15 Jul 2011		

5) Corrective Actions Validation

We will closely monitor future runs for Windsor.

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6) Preventive Actions

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Estimated Date	03 Aug 2011	Implementation Date	03 Aug 2011
Validation Date	03 Aug 2011		

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		
Reference		Date	

(d) Customer specification

Reviewed?	No		
Reference		Date	

8) Congratulate The Team