



Complaint Number: 100565

Report 8D

Generated By: Lynn Cartwright

Generated On: 22 Aug 2011

I. COMPLAINT INFORMATION

Origination Date	23 Jun 2011		
Sales Name	Scapa Interco	Sales Office	
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	Scapa (Shanghai) Int Trading Co Ltd		
SAP Customer Number	126495	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100233916	Invoice Date	03 Nov 2010
- Material	105800	Batch	
	Material Description 3124 White Log 5mm x 1110mm x 12m		
- Material	105800	Batch	
	Material Description 3124 White Log 5mm x 1110mm x 12m		

2) Problem Description

Customer advises "we have found some faulty material of 3124 (SAP 105800)whereby there is no adhesive on the foam. The faulty material is in the middle of the logs. We have slit a number of logs and each log is same with approx 50mm wide material on each log is without any adhesive.

Batch number is B300

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	Yes		
Date	14 Jul 2011		
Process Owner	Lynn Cartwright		
Team Leader	abuffon		
Is Complaint Valid?	Yes	Return The Goods	Dispose The Goods
Comments			

1) Analysis

sample recieved has dry areas causing rolls to collapse, NO2 process to checked	
Author	Andy Bufton
Date	18 Jul 2011

2) Root Causes

Root cause is incorrect tension control causing the liner to stretch. This is turn leads to high and low points across the foam web. The low points are missed by the adhesive coating process.	
Author	Andy Bufton
Date	18 Jul 2011

3) Possible Solutions

Author	
Date	

4) Implemented Perm Corrective Actions

Review the next run of this product and look at the tension settings on the coater. Depending on the results of this run, we may also trial a 50 micron liner.	
Author	John Mangan
Date	01 Aug 2011
Estimated Date	
Implementation Date	
Validation Date	

5) Corrective Actions Validation

Author	
Date	

6) Preventive Actions

Author		Date	
Estimated Date		Implementation Date	
Validation Date			

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