



Complaint Number: 101059

Report 8D

Generated By: Federica Veronesi
Generated On: 29 Sep 2011

I. COMPLAINT INFORMATION

Origination Date	26 Aug 2011		
Sales Name	Ivo Hanusek	Sales Office	Mannheim
Telephone	+420 379 730838	Fax Number	
Email	ivo.hanusek@scapa.com		
Customer Complaint Ref			
Customer Name	Stokvis Promi Czech s.r.o.		
SAP Customer Number	123107	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9301106128	Invoice Date	14 Jul 2011
- Material	134687	Batch	0212204011
Material Description 2210 Rot 50mm x 66m 7947			
(b) SAP Invoice Number	9301106716	Invoice Date	04 Aug 2011
- Material	137193	Batch	0106213010
Material Description 2210 Rot 25mm x 66m Neutre			
(c) SAP Invoice Number	9301107159	Invoice Date	02 Sep 2011
- Material	134687	Batch	0000603160
Material Description 2210 Rot 50mm x 66m 7947			

(d) SAP Invoice Number	9301107338	Invoice Date	08 Sep 2011
- Material	134687	Batch	0000608476
Material Description			
2210 Rot 50mm x 66m 7947			

(e) SAP Invoice Number	9301107677	Invoice Date	19 Sep 2011
- Material	134687	Batch	0000611204
Material Description			
2210 Rot 50mm x 66m 7947			

2) Problem Description

Adhesive flows out from the roll and makes lumps. Please see the picture which has been sent as attachment with this morning's e-mail.

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>				
Date	<input type="text" value="11 Sep 2011"/>				
Process Owner	<input type="text" value="Jean-Marc Sylvestre"/>				
Team Leader	<input type="text" value="jsylvestre"/>				
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text" value="Yes"/>	Dispose The Goods	<input type="text" value="No"/>
Comments	<div></div>				

1) Analysis

Problème du à l'accumulation d'adhésif qui se dépose sur la tranche des lames de coupe.

Author	<input type="text" value="Jean-Marc Sylvestre"/>	Date	<input type="text" value="20 Sep 2011"/>
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2) Root Causes

Problem due to the adhesive accumulation on the cutting blade.

Author	<input type="text" value="Jean-Marc Sylvestre"/>	Date	<input type="text" value="20 Sep 2011"/>
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3) Possible Solutions

Voir évaluation complaint 20541

Author	<input type="text" value="Jean-Marc Sylvestre"/>	Date	<input type="text" value="20 Sep 2011"/>
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4) Implemented Perm Corrective Actions

Voir évaluation complaint 20541

Author	<input type="text" value="Jean-Marc Sylvestre"/>	Date	<input type="text" value="20 Sep 2011"/>
Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>		

5) Corrective Actions Validation

Author	<input type="text"/>	Date	<input type="text"/>
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6) Preventive Actions

Author	<input type="text"/>	Date	<input type="text"/>
Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>		

7) Review Of Documentation

(a) MSR

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

(b) Flow chart, control plan, work inspection instructions

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

(c) FMEA

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

(d) Customer specification

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

8) Congratulate The Team