



Complaint Number: 100839

Report 8D

Generated By: Debbie Haynes

Generated On: 25 Aug 2011

I. COMPLAINT INFORMATION

Origination Date	26 Jul 2011		
Sales Name	Roger Warwick	Sales Office	Ashton
Telephone	+44 161 301 7474	Fax Number	
Email	roger.warwick@scapa.com		
Customer Complaint Ref			
Customer Name	Arprint S.A.		
SAP Customer Number	116791	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9250056157	Invoice Date	26 May 2011
- Material	162473	Batch	0000587197
Material Description			
174 NAT KRAFT LINER 1448mmX25M MIC 9			

2) Problem Description

The customer is having problems with the adhesion of the SCAPA 174, the quality is not stable. The distribution of the adhesive on the tape is not homogenous, the adhesive thickness changes over the whole roll, vertically and longitudinally.

Actions Requested From The Customer

Cancel order 558311 & 558292 (24 rolls)

Credit and Expalnation for the material supplied.

The customer also has another 8 rolls in transit.

3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Debbie Haynes"/>		
Team Leader	<input type="text"/>		
Is Complaint Valid?	<input type="text" value="No"/>	Return The Goods	<input type="text"/>
		Dispose The Goods	<input type="text"/>
Comments	<input type="text"/>		

1) Analysis

Debbie	
<p>I finally got the sample, product looks and feels like a 174 product...adhesion and overall thickness are withing spec..I can also see that from one side the stands of the cloth seems to be hyperbolic...but this is inherent to the product manufacturing process..</p> <p>I do not see a functional or a perfomance issue to the product,</p>	
Author	<input type="text" value="Karim Fekih"/>
Date	<input type="text" value="22 Aug 2011"/>

2) Root Causes

<input type="text"/>	
Author	<input type="text"/>
Date	<input type="text"/>

3) Possible Solutions

<input type="text"/>	
Author	<input type="text"/>
Date	<input type="text"/>

4) Implemented Perm Corrective Actions

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

5) Corrective Actions Validation

<input type="text"/>	
Author	<input type="text"/>
Date	<input type="text"/>

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