



Complaint Number: 101731

Report 8D

Generated By: Kerry Sykes
Generated On: 22 Dec 2011

I. COMPLAINT INFORMATION

| | | | |
|------------------------|--------------------------|-------------------|------------------|
| Origination Date | 26 Oct 2011 | | |
| Sales Name | Andrew Sampson | Sales Office | Ashton |
| Telephone | +44 161 301 7400 | Fax Number | +44 161 301 7445 |
| Email | andrew.sampson@scapa.com | | |
| Customer Complaint Ref | | | |
| Customer Name | Flowstrip Limited | | |
| SAP Customer Number | 100009 | Customer Order N° | |
| Customer Part Number | | | |

1) Invoices And Items On Complaint

| | | | |
|--------------------------------|------------|--------------|-------------|
| (a) SAP Invoice Number | 9100250232 | Invoice Date | 25 Oct 2011 |
| - Material | 114411 | Batch | |
| Material Description | | | |
| 3120 White 1230mm x 700m Plain | | | |

2) Problem Description

Problems encountered with the following jumbo:

3120 white
BN 16128/1
Date of manufacture 24/10/11
Order 15388
Delivery note 81079923

Mis-aligned material, delamination, poorly keyed adhesive, missing/patchy adhesive. Loss of yield 50m for which Debit Note 2709 raised.

As you're aware, similar defects have been encountered previously, and 8D's we've received state that the adhesive coating line have been briefed in relation to concerns experienced by Flowstrip, and that the resin feed system has been checked for functionality, and appears ok. You've also confirmed that brackets have been added to resin feed system to attempt to prevent clogging or loss of material. We've also been informed on a number of occasions that a comprehensive action plan is being

compiled to address concerns (this was at 28/09/11 – is it still being compiled?). A month later, we're still encountering problems, and on a jumbo that is one day old.

Please confirm the cause of these defects, and the status of your investigations in relation to the action plan, as based upon this jumbo, I can't see an improvement in the quality of product.

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

| | | | |
|-----------------------|--|-------------------|----------------------|
| Sample/photo Received | <input type="text" value="No"/> | | |
| Date | <input type="text"/> | | |
| Process Owner | <input type="text" value="Kerry Sykes"/> | | |
| Team Leader | <input type="text" value="pbarrow"/> | | |
| 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

Scapa are currently working on a process consistency program internally. This program starts with reducing variation and standardising the processes. The program starts by reviewing the whole process from start to finish and includes reviewing the current procedures and control parameters and finding the optimised solution.

Mark Cole visited Flowstrip to explain Scapa's action plan in week 50.

| | | | |
|--------|--|------|--|
| Author | <input type="text" value="Paul Barrow"/> | Date | <input type="text" value="22 Dec 2011"/> |
|--------|--|------|--|

2) Root Causes

Scapa are currently working on a process consistency program internally. This program starts with reducing variation and standardising the processes. The program starts by reviewing the whole process from start to finish and includes reviewing the current procedures and control parameters and finding the optimised solution.

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| | | | |
|--------|--|------|--|
| Author | <input type="text" value="Paul Barrow"/> | Date | <input type="text" value="22 Dec 2011"/> |
|--------|--|------|--|

3) Possible Solutions

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

4) Implemented Perm Corrective Actions

Scapa are currently working on a process consistency program internally. This program starts with reducing variation and standardising the processes. The program starts by reviewing the whole process from start to finish and includes reviewing the current procedures and control parameters and finding the optimised solution.

Mark Cole visited Flowstrip to explain Scapa's action plan in week 50.

| | | | |
|-----------------|-------------|---------------------|-------------|
| Author | Paul Barrow | Date | 22 Dec 2011 |
| Estimated Date | 22 Dec 2011 | Implementation Date | 22 Dec 2011 |
| Validation Date | 22 Dec 2011 | | |

5) Corrective Actions Validation

Scapa are currently working on a process consistency program internally. This program starts with reducing variation and standardising the processes. The program starts by reviewing the whole process from start to finish and includes reviewing the current procedures and control parameters and finding the optimised solution.

Mark Cole visited Flowstrip to explain Scapa's action plan in week 50.

| | | | |
|--------|-------------|------|-------------|
| Author | Paul Barrow | Date | 22 Dec 2011 |
|--------|-------------|------|-------------|

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