



Complaint Number: 101515

Report 8D

Generated By: Christine Hulme
Generated On: 27 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	05 Oct 2011		
Sales Name	Mark Jones	Sales Office	Ashton
Telephone	07919005137	Fax Number	
Email	mark.jones@scapa.com		
Customer Complaint Ref			
Customer Name	B Braun Hospicare		
SAP Customer Number	116115	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100244041	Invoice Date	06 Jun 2011
- Material	131797	Batch	3410
Material Description			
M4020 3 x 368 FoamFilmLaminate R800-0154			

2) Problem Description

PO 12297. yellow stripes on 3 full rolls from batch 3410 log 5 and samples from a 4th roll which are being sent by Cordelia to Terry.

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<div>Yes</div>				
Date	<div>10 Oct 2011</div>				
Process Owner	<div>Terry O'Brien</div>				
Team Leader	<div>tobrien</div>				
Is Complaint Valid?	<div>Yes</div>	Return The Goods	<div>No</div>	Dispose The Goods	<div>Yes</div>
Comments	<div></div>				

1) Analysis

2 part rolls returned.

1 roll shows distinct yellow stripes running across web direction. There is evidence of blistering of the PU film where these stripes are present. We will send samples to our foam supplier for their evaluation.

Supplier complaint 20825 raised. Supplier cannot identify root cause within their site.

Author	<div>Terry O'Brien</div>	Date	<div>10 Oct 2011</div>
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2) Root Causes

To be specified by foam supplier. Supplier cannot identify root cause within their site.

Author	<div>Terry O'Brien</div>	Date	<div>13 Oct 2011</div>
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3) Possible Solutions

Author	<div></div>	Date	<div></div>
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4) Implemented Perm Corrective Actions

Author	<div></div>	Date	<div></div>
Estimated Date	<div></div>	Implementation Date	<div></div>
Validation Date	<div></div>		

5) Corrective Actions Validation

Author	<div></div>	Date	<div></div>
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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