



Complaint Number: 100045

Report 8D

Generated By: Christine Hulme

Generated On: 26 May 2011

I. COMPLAINT INFORMATION

Origination Date	09 May 2011		
Sales Name	Marcus Kennedy	Sales Office	Dunstable
Telephone	+44 (0) 7795 37 47 35	Fax Number	
Email	marcus.kennedy@scapa.com		
Customer Complaint Ref			
Customer Name	T G Eakin Ltd		
SAP Customer Number	123541	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

2) Problem Description

T G Eakin send a free issue material of 18241 Tape Clear EVA 230mmx 400m used in the process to make FG item 146931, they sent 8 rolls (3,200mts) to Ashton site in error on the 19.04. The delivery was signed for by the Ashton warehouse who did not know what it was. The material supplier in Ashton office rang the original manufacturer of the material, they said they had delivered a pallet into Dunstable the year before and were asked by the MS to collect, they said they did not want it back and to dispose of the material. The pallet was put into the skip along with all accompanying paperwork.

The material was the last of the stock held at Eakins. This is causing delays to the customer order as we have no material & additional costs for Scapa.

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="Philip Ward"/>		
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

T G Eakin provide a free issue material, item 18241 (Tape Clear EVA 230mmx 400m). This item is used in the process to make FG item 146931. A total of 8 rolls (3,200mts) was delivered to Scapa Ashton site in error on the 19.04.2011 instead of Scapa Dunstable site. The delivery was signed for by the Ashton warehouse who could not identify the material or subsequently book into the system.

Following offloading, it is understood that Scapa Ashton queried this delivery verbally with the supplier and was informed that this was a duplicate delivery - the goods were not needed to be returned and Scapa were advised to dispose of the material. Subsequently material and delivery paperwork was disposed at Scapa Ashton site without written permission, as a record for this activity.

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Can Scapa Customer Care please arrange for suitable credit as claimed.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="26 May 2011"/>
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2) Root Causes

Scapa Ashton should not have offloaded the goods, as they were sent to the incorrect site by the supplier. This appears to be an isolated incident.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="26 May 2011"/>
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3) Possible Solutions

Author	<input type="text"/>	Date	<input type="text"/>
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4) Implemented Perm Corrective Actions

Any future disposal of a raw material should not be acted without formal written permission from the supplier, which would be placed on record.

Scapa Ashton should not off-load any raw materials that can not be immediately identified as being a regular item for the site. The delivery should be checked on the system before appropriate action is taken.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="26 May 2011"/>
Estimated Date	<input type="text" value="26 May 2011"/>	Implementation Date	<input type="text" value="26 May 2011"/>
Validation Date	<input type="text" value="26 May 2011"/>		

5) Corrective Actions Validation

Scapa has implemented the above corrective actions.

Any future disposal of a raw material should not be acted without formal written permission from the supplier, which would be placed on record.

Scapa Ashton should not off-load any raw materials that can not be immediately identified as being a regular item for the site.

The delivery should be checked on the system before appropriate action is taken.

Site Commercial Planner has issued formal notice to communicate above actions to relevant personnel within Scapa Ashton.

Also, the above actions were re-iterated at the site Complaints meeting on 24/05/2011.

Author	Philip Ward	Date	26 May 2011
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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