



Reklamations Nummer: 100241

Bericht 8D

Generiert Von: Gabriele Robens

Generiert: 20 Jun 2011

I. REKLAMATIONSDATEN

| | | | |
|-----------------------|--|----------------------|----------|
| Kreiert | 30 May 2011 | | |
| Verkäufer Name | | Verkaufs Büro | Mannheim |
| Telefon | | Faxnummer | |
| Email | daniel.kellermann@gwk-klebertechnik.de | | |
| Kunden reklations ref | | | |
| Kundenname | GWK Klebertechnik GmbH | | |
| SAP Kundennummer | 110960 | Kunden Bestellnummer | |
| Teile Nr Des Kunden | | | |

1) Rechnungen Und Artikel Dieser Reklamation

| | | | |
|---------------------------------|------------|----------------|-------------|
| (a) SAP Rechnungsnummer | 9350060754 | Rechnungsdatum | 28 Mar 2011 |
| - Material | 114850 | Batch | 14151 14 |
| Materialbeschreibung | | | |
| 3370 Natur 1180mm x 50m Neutral | | | |

2) Problembeschreibung

after 25% of the winding, the tape hard rolled.

Aktion vom Kunde gefordert

3) Sofort Maßnahmen Am Process

II. AUSWERTUNG UND AKTIONEN

| | | | | | |
|---------------------------------|---|-----------------------|----------------------|---------------------|----------------------|
| Muster/Photo Erhalten | <input type="text" value="Yes"/> | | | | |
| Datum | <input type="text" value="06 Jun 2011"/> | | | | |
| Prozess Besitzer | <input type="text" value="Petra Zawadski"/> | | | | |
| Team Leiter | <input type="text"/> | | | | |
| Ist Reklamation berechtigt ? | <input type="text" value="No"/> | Material retournieren | <input type="text"/> | Material vernichten | <input type="text"/> |
| Bemerkungen | <input type="text"/> | | | | |

1) Analyse

The customer is complaining in respect of Scapa 3370 Natural 1180mm x 50m logs (item 114850). The concern is stated as being "after 25% of the winding, the tape hard rolled". It therefore is perceived that the concern relates to high unwind of coils that have been subsequently slit from the logs supplied.

The concern is understood to relate to material supplied under Scapa sales Order 534608/10, for 60 logs that were dispatched on 28/03/2011. The number of logs subject to complaint and claim is 24.

The batch numbers for the affected goods is stated as 14151 & 14152 from 22/03/2011. Production records were checked and no concerns appear to have been reported/recorded during manufacture.

A sample coil was received on 06/06/2011. On inspection, the sample coil as returned is in very poor condition, with the edges and core being very dirty. The coil shows high subjective unwind when unwound by hand and displays irregular spots of adhesive transfer to backing. The measured unwind force for the returned coil is very high, too. Photos of the returned coil and a coil from our on-site stock of 3370 have been included on the Scapa Complaints system for reference.

It is supposed that possibly the returned coil may have been stored in "unfavorable" conditions (for example, direct sunlight, high or low temperature, etc) at some stage following conversion activity.

The adhesive coat weight was also checked for the returned coil, which was satisfactory. The coil unwind measurement results for recent 3370 were also checked and were also satisfactory. This maybe suggests that some thing has happened to the coil, after it was slit from the log by the customer or subsequent after they have dispatched the coils?

| | | | |
|-------|--|-------|--|
| Autor | <input type="text" value="Philip Ward"/> | Datum | <input type="text" value="09 Jun 2011"/> |
|-------|--|-------|--|

2) Ursache

| | | | |
|----------------------|----------------------|-------|----------------------|
| <input type="text"/> | | | |
| Autor | <input type="text"/> | Datum | <input type="text"/> |

3) Mögliche Lösungen

| | | | |
|----------------------|----------------------|-------|----------------------|
| <input type="text"/> | | | |
| Autor | <input type="text"/> | Datum | <input type="text"/> |

4) Einführung Der Korrektur-Massnahmen

| | | | |
|---------------------------|----------------------|------------------------|----------------------|
| <input type="text"/> | | | |
| Autor | <input type="text"/> | Datum | <input type="text"/> |
| Geschütztes Planungsdatum | <input type="text"/> | Implementierungs Datum | <input type="text"/> |

Validierungsdatum

5) Korrekturmaßnahmen Validierung

Autor Datum

6) Vorbeugende Massnahmen

Autor Datum

Geschätztes Planungsdatum Implementierungs Datum

Validierungsdatum

7) Überprüfung Der Dokumentation

(a) MSR

Zutreffend?

Referenz Datum

(b) Flussdiagramm, Arbeitsanweisungen

Zutreffend?

Referenz Datum

(c) FMEA

Zutreffend?

Referenz Datum

(d) Kunde Spezifikation

Zutreffend?

Referenz Datum

8) Gratuliere Dem Team