



Complaint Number: 101247

Report 8D

Generated By: Lynn Cartwright

Generated On: 16 Sep 2011

I. COMPLAINT INFORMATION

Origination Date	15 Sep 2011		
Sales Name	Martin Becker-Cable	Sales Office	Mannheim
Telephone	0049 4106 762636	Fax Number	0049 4106 626336
Email	martin.becker@scapa.com		
Customer Complaint Ref			
Customer Name	ABB AB		
SAP Customer Number	105303	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

2) Problem Description

One of the joints was giving way during production.

Interruption due to new set up of new reel in the production line. The tape fold in the work cycle. See attached report for further details.

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="Simon Terry"/>		
Team Leader	<input type="text" value="sterry"/>		
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

Thermal splicing of heavy power cable tapes can be challenging. We have provided a splice with adequate strength on WSCM200 orders but it is possible this design is borderline in ABB's application. Without more information it is difficult to determine the exact cause.

Author	<input type="text" value="Simon Terry"/>	Date	<input type="text" value="16 Sep 2011"/>
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2) Root Causes

Possible borderline splice design in ABB's process. inadequate information to determine the exact cause.

Author	<input type="text" value="Simon Terry"/>	Date	<input type="text" value="16 Sep 2011"/>
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3) Possible Solutions

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

A more robust splice is possible.

Wehave introduced an enhanced thermal adhesive into the normal thermal splice which should increase the splice strength in the ABB process.

This splice has been used on the current shipment and will be used on future orders.

Author	<input type="text" value="Simon Terry"/>	Date	<input type="text" value="16 Sep 2011"/>
Estimated Date	<input type="text" value="16 Sep 2011"/>	Implementation Date	<input type="text" value="16 Sep 2011"/>
Validation Date	<input type="text"/>		

5) Corrective Actions Validation

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