



Complaint Number: 100827

Report 8D

Generated By: Christine Hulme

Generated On: 23 Aug 2011

I. COMPLAINT INFORMATION

Origination Date	22 Jul 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°	12067
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100240421	Invoice Date	21 Mar 2011
- Material	151446	Batch	3370 log6
Material Description			
M4005 R800-142E Cast Lnr in place 190mm			

2) Problem Description

Reject ref: Q112605
Dirt in roll
Roll has been requestd for return.

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	Yes				
Date	22 Jul 2011				
Process Owner	Christine Hulme				
Team Leader	kpotter				
Is Complaint Valid?	Yes	Return The Goods	Yes	Dispose The Goods	No
Comments					

1) Analysis

Returned sample strip shows 3 areas of contamination (type of contamination to be determined) 550mm apart on back side of adhesive coating paper.

Author	Terry O'Brien	Date	25 Jul 2011
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2) Root Causes

Dirt/contamination on roll at repeats of 550mm. Contamination is removable from the surface of the paper which would point to an upstream process being root cause.

Coating line 3 does not have any rollers with a circumference that matches the repeat so it is considered that Line 3 is unlikely to be the root cause. It is unknown from where the sample was taken. If the repeat is from the inner wraps this would discount the slitting process and point to either

- 1 storage of the paper at Luton or
- 2 Contamination of the paper roll from the supplier

The outer wraps are covered with cling film so therefore it is considered that the slitting process is not the root cause. Returned roll inspected and the contamination does not go into the roll beyond 10-15mts so therefore this would completely discount the contamination on any roller on Line 3, however this does not discount the contamination being present in or on the silicone release paper.

Author	Ken Potter	Date	01 Aug 2011
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3) Possible Solutions

Send the contamination to the paper supplier for further investigation.

Author	Ken Potter	Date	10 Aug 2011
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4) Implemented Permanent Corrective Actions

none at present

Author	Ken Potter	Date	10 Aug 2011
Estimated Date	10 Aug 2011	Implementation Date	10 Aug 2011
Validation Date	10 Aug 2011		

5) Corrective Actions Validation

Author		Date	

6) Preventive Actions

Line 3 rollers cleaned weekly and inspected daily as part of the coating process			
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