



Complaint Number: 100663

Report 8D

Generated By: Celine Mandon
Generated On: 06 Jul 2011

I. COMPLAINT INFORMATION

Origination Date	07 Jul 2011		
Sales Name	Jean-Philippe Dupont-Automotive	Sales Office	Valence
Telephone	+33 (0)4 75 44 80 00	Fax Number	+33 (0)4 75 44 80 55
Email	jean-philippe.dupont@scapa.com		
Customer Complaint Ref			
Customer Name	Yazaki Saltano de Ovar P.E., Ida (Y		
SAP Customer Number	117586	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200298752	Invoice Date	13 Jun 2011
- Material	103017	Batch	0515133015
Material Description			
2702 Noir 15mm x 33m Scapa TowerPac Auto			

2) Problem Description

Telescoping
Actions Requested From The Customer

3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>				
Date	<input type="text"/>				
Process Owner	<input type="text" value="Celine Mandon"/>				
Team Leader	<input type="text" value="sroncarolo"/>				
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text" value="No"/>	Dispose The Goods	<input type="text" value="Yes"/>
Comments	<input type="text"/>				

1) Analysis

The rolls on the pictures are telescoped.

Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="06 Jul 2011"/>
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2) Root Causes

This issue could happen spotly due to the interaction between PVC film and adhesive. From technical point of view the product is ok (adhesion) but we know there are some difficult to use. Telescoping is the result of the interaction of several causes related to the elastic memory of the calendered soft pvc. Scapa is already using the best of the known self-adhesive tapes technology to avoid this undesired effect. The defect is not detectable on logs and the 100% of control on produced rolls is not possible, due also to negative cost effects. - A very small percentage of rolls, under stressed environmental conditions (e.g. during transport, stocking etc) can telescope.

Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="06 Jul 2011"/>
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3) Possible Solutions

Corrective action in place since 2003: Check of 100 % batches of produced adhesive - Statistic test of accelerate simulation of environmental stress on 100% of produced pvc tapes batches. Curing process after pvc/adhesive coating. The target of the process is to reduce the elastic memory of the pvc and create the adhesive cross-link.

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4) Implemented Perm Corrective Actions

The curing process can prevent the telescoping effect but Scapa cannot guarantee 100% of rolls free from this effect, due to the external factors that can generate it, e.g. long exposure at temperature 40°C (container on ship, harbour warehouses, customer warehouses etc).

Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="06 Jul 2011"/>
Estimated Date	<input type="text" value="06 Jul 2011"/>	Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>		

5) Corrective Actions Validation

Author		Date	

6) Preventive Actions

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Estimated Date	06 Jul 2011	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