



Complaint Number: 100879

Report 8D

Generated By: Kerry Sykes
Generated On: 27 Sep 2011

I. COMPLAINT INFORMATION

| | | | |
|------------------------|--------------------------|-------------------|---------------------|
| Origination Date | 01 Aug 2011 | | |
| Sales Name | Andrew Sampson | Sales Office | Ashton |
| Telephone | +44 (0)161 301 7400 | Fax Number | +44 (0)161 301 7445 |
| Email | andrew.sampson@scapa.com | | |
| Customer Complaint Ref | | | |
| Customer Name | Flowstrip Limited | | |
| SAP Customer Number | 100009 | Customer Order N° | |
| Customer Part Number | | | |

1) Invoices And Items On Complaint

| | | | |
|---|------------|--------------|-------------|
| (a) SAP Invoice Number | 9100245275 | Invoice Date | 01 Jul 2011 |
| - Material | 114635 | Batch | |
| Material Description 3160 Red 1220mm x 1400m Plain | | | |
| - Material | 114637 | Batch | |
| Material Description 3160 Black 1220mm x 1400m Plain | | | |

2) Problem Description

The differential tension across the width of the cloth has resulted in peaks and troughs in the cloth surface. This has produced an uneven and badly marked surface to the jumbo and seems to be contributing to the uneven unwind tension, ripping out and severe de-lamination of both adhesive and film surface – see attached photos.

Again, this jumbo has had a severe negative impact on our capacity which includes machine downtime and lost production capacity. As a result of this lost production capacity, we are left with no option but to remove the remainder of the jumbo from re-wind.

We will re-visit this jumbo as soon as our capacity allows us to.

Total losses will be advised once the full jumbo has been processed.

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="Kerry Sykes"/> | | |
| 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

Customer is complaining in respect of Scapa 3160 red 1400m jumbo roll (item 114635) due to delamination and ripping-out. The affected material is batch number 15099, made on 30/06/2011. One x 1400m jumbo roll was supplied via Scapa sales order 559167/10. The customer is claiming for 90m due to loss of yield. Photos provided by the customer show delamination on their process.

This roll was first from a production run of 15 jumbo rolls for Flowstrip as manufactured on 30/06/2011.

Can Customer Care please arrange suitable credit for the affected material, due to loss of yield.

| | | | |
|--------|--|------|--|
| Author | <input type="text" value="Philip Ward"/> | Date | <input type="text" value="19 Sep 2011"/> |
|--------|--|------|--|

2) Root Causes

The delamination and ripping out effects observed by the customer are likely to be due to brief mis-feed of resin into the adhesive, causing a localized patch of high adhesion that resulted in the effects as observed.

| | | | |
|--------|--|------|--|
| Author | <input type="text" value="Philip Ward"/> | Date | <input type="text" value="19 Sep 2011"/> |
|--------|--|------|--|

3) Possible Solutions

Review associated adhesive mix & dispense equipment.

| | | | |
|--------|--|------|--|
| Author | <input type="text" value="Philip Ward"/> | Date | <input type="text" value="19 Sep 2011"/> |
|--------|--|------|--|

4) Implemented Perm Corrective Actions

The associated adhesive mix & dispense equipment was checked following the receipt of this concern and was operating correctly.

Sensitivity of control system on the dispense equipment was previously enhanced to smooth out and further stabilize delivery of resin into the adhesive. This enhancement was implemented during May 2011.

| | | | |
|-----------------|--|---------------------|--|
| Author | <input type="text" value="Philip Ward"/> | Date | <input type="text" value="19 Sep 2011"/> |
| Estimated Date | <input type="text" value="19 Sep 2011"/> | Implementation Date | <input type="text" value="19 Sep 2011"/> |
| Validation Date | <input type="text" value="19 Sep 2011"/> | | |

5) Corrective Actions Validation

Sensitivity of control system on the dispense equipment was previously enhanced to smooth out and further stabilize delivery of resin into the adhesive. This enhancement was implemented during May 2011.

| | | | |
|--------|-------------|------|-------------|
| Author | Philip Ward | Date | 19 Sep 2011 |
|--------|-------------|------|-------------|

6) Preventive Actions

Sensitivity of control system on the dispense equipment was enhanced to smooth out and further stabilize delivery of resin into the adhesive. Such would apply to all Cloth jumbo rolls as supplied.

| | | | |
|-----------------|-------------|---------------------|-------------|
| Author | Philip Ward | Date | 19 Sep 2011 |
| Estimated Date | 19 Sep 2011 | Implementation Date | 19 Sep 2011 |
| Validation Date | 19 Sep 2011 | | |

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