



Complaint Number: 100335

Report 8D

Generated By: Seb Houle
Generated On: 21 Jun 2011

I. COMPLAINT INFORMATION

Origination Date	08 Jun 2011		
Sales Name	Jim Shauck	Sales Office	Windsor
Telephone	-	Fax Number	-
Email	Jim.Shauck@scapa.com		
Customer Complaint Ref			
Customer Name	Vermed Inc.		
SAP Customer Number	128106	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9700038831	Invoice Date	17 May 2011
- Material	160479	Batch	
Material Description			
RX1372P 1/16PE FOAM/[A]/88# 5IN X 600FT			

2) Problem Description

Customer found 3 rolls of foam with 5-6 splices in them. Customer spec states a maximum pf 3 splices per roll.

Actions Requested From The Customer

Root Cause and corrective action.

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>		
Date	<input type="text" value="07 Jun 2011"/>		
Process Owner	<input type="text" value="Seb Houle"/>		
Team Leader	<input type="text" value="Seb Houle"/>		
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 received (at least) 3 rolls with excessive splices in them. Specificaiton is for a maximum of 3 splices per roll, however rolls had 5 or 6. Customer has not yet processed all rolls in order.

Author	<input type="text" value="Seb Houle"/>	Date	<input type="text" value="08 Jun 2011"/>
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2) Root Causes

Due to high scrap rates on the run (~18%) slitting resulted in a high number of splices. The maximum number of allowable splices was not adhered to, as to ensure that the order did not run short of material.

Author	<input type="text" value="Seb Houle"/>	Date	<input type="text" value="08 Jun 2011"/>
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3) Possible Solutions

-Update slitting specification to add comment to the slitting specification note: "3 Splices maximum, customer has complained."

-Additionally, create a defect folder for slitting and begin to populate.

Author	<input type="text" value="Seb Houle"/>	Date	<input type="text" value="21 Jun 2011"/>
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4) Implemented Perm Corrective Actions

- Added comment to the slitting specification note: "3 Splices maximum, customer has complained."
- Began to populate a new computer folder that is accessible to all slitting operators (at their work station) with digital photos of defects. A digital picture of the roll with too many splices, noting the discrepancy of splices, was placed in the folder.

Author	<input type="text" value="Seb Houle"/>	Date	<input type="text" value="21 Jun 2011"/>
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Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
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Validation Date	<input type="text"/>
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5) Corrective Actions Validation

Inspected next production run for excessive splices and didn't find any discrepancies.

Author	Seb Houle	Date	21 Jun 2011
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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