

# Report 8D

Generated By: Christine Hulme Generated On: 18 Jul 2011

## I. COMPLAINT INFORMATION

3) Containment Actions

Origination Date	04 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°						
Customer Part Number								
1) Invoices And Items	s On Complaint							
(a) SAP Invoice Number	9100243753	Invoice Date	31 May 2011					
- Material	151446	Batch	3402-09					
	Material Description							
	M4005 R800-142E Cast Lnr in place 190mm							
2) Problem Description								
Material not attached to cores so Braun are unable to control the tension on the Mark Andy machine, causing movement in the dressings.								
Lengths of rolls are 52-57mts & 79mts cusing extra work & lost time & 20-25 reject dressings due to material joints.								
Please ensure rolls have maximum length as possible on each roll.								
	laximum length as possible on each roll.							
Actions Requested From T	-							
	-							

## II. EVALUATION AND ACTION

Sample/photo Received	Yes							
Date	05 Jul 2011							
Process Owner	Christine Hulme							
Team Leader	abufton							
Is Complaint Valid?	Yes	Return The Goods	No	Dispose The Goods	Yes			
Comments								
1) Analysis								
		· ·		al (67027)produced at short				
length, rolls length shortene	ed in order to utilise t	the incoming roll length. F	Roll length is stated as a no	minal roll length not				
a specific roll length.								
Author	Ken Potter		Date	07 Jul 2011				
2) Root Causes								
loose wind on supplied log, not marked up correctly.								
Short length due to input roll length being short and utilisation of input roll in order to reduce waste. Due to weight/material								
handling 80lmts was proposed and adopted since Feb 2010. 80 lmts is a target length but due to the bespoke nature of the product								
			target length but due to the	e bespoke nature of the prod	duct			
handling 80lmts was propo i.e ionly for this customer so			target length but due to th	e bespoke nature of the prod	duct			
			target length but due to the	e bespoke nature of the prod 07 Jul 2011	duct			
i.e ionly for this customer so	ometimes short leng Andy Bufton				duct			
i.e ionly for this customer so	ometimes short leng Andy Bufton	hts are inevitable.	Date	07 Jul 2011	duct			
i.e ionly for this customer so Author  3) Possible Solutions Line notes on production of	Andy Bufton  Ander for parent stating	hts are inevitable. g start up and tension cor	Date ntrol in place. Only 1 log fro	07 Jul 2011				
i.e ionly for this customer so Author  3) Possible Solutions Line notes on production of effected and no previous coff problem. Slitting to inspect	Andy Bufton  Ander for parent stating omplaints so process ect rolls fror loose wir	nts are inevitable.  g start up and tension cor s considered effective. Op	Date  Introl in place. Only 1 log from the 1 log under	07 Jul 2011 om a total of 12 logs comoplaint to be made awa				
i.e ionly for this customer so Author  3) Possible Solutions Line notes on production of effected and no previous constants.	Andy Bufton  Ander for parent stating omplaints so process ect rolls fror loose wir	nts are inevitable.  g start up and tension cor s considered effective. Op	Date  Introl in place. Only 1 log from the 1 log under	07 Jul 2011 om a total of 12 logs comoplaint to be made awa				
i.e ionly for this customer so Author  3) Possible Solutions Line notes on production of effected and no previous coff problem. Slitting to inspect	Andy Bufton  Ander for parent stating omplaints so process ect rolls fror loose wir	nts are inevitable.  g start up and tension cor s considered effective. Op	Date  Introl in place. Only 1 log from the 1 log under	07 Jul 2011 om a total of 12 logs comoplaint to be made awa				
i.e ionly for this customer so Author  3) Possible Solutions Line notes on production of effected and no previous coof problem. Slitting to inspectomplaint, not send material	Andy Bufton  Ander for parent stating omplaints so process ect rolls fror loose wir ial to customer.	nts are inevitable.  g start up and tension cor s considered effective. Op nd and if found, reject rolls	Date  Introl in place. Only 1 log fro berators for the 1 log under at point of slitting and rais	07 Jul 2011 om a total of 12 logs comoplaint to be made awa				
i.e ionly for this customer so Author  3) Possible Solutions Line notes on production of effected and no previous coof problem. Slitting to inspectomplaint, not send material.	Andy Bufton  Andy Bufton  rder for parent stating omplaints so process ect rolls fror loose wire all to customer.  Ken Potter	nts are inevitable.  g start up and tension cors considered effective. Opend and if found, reject rolls	Date  Introl in place. Only 1 log from the perators for the 1 log under at point of slitting and raise.  Date	07 Jul 2011 om a total of 12 logs comoplaint to be made awa se internal 08 Jul 2011				
i.e ionly for this customer so Author  3) Possible Solutions Line notes on production of effected and no previous conformation of problem. Slitting to inspect complaint, not send material Author  4) Implemented Permanented Permanented and no previous confedered an	Andy Bufton  Andy Bufton  rder for parent stating omplaints so process ect rolls fror loose wire all to customer.  Ken Potter  Corrective Actionary omplaints so process of the customer of th	g start up and tension cor s considered effective. Op nd and if found, reject rolls ons g start up and tension cor s considerd effective. Ope	Date  Introl in place. Only 1 log from the perators for the 1 log under a sat point of slitting and raise.  Date  Introl in place. Only 1 log from the 1 log under control of the 1 log	om a total of 12 logs comoplaint to be made awa se internal  08 Jul 2011  om a total of 12 logs comoplaint to be made aware	re			
i.e ionly for this customer so Author  3) Possible Solutions Line notes on production of effected and no previous coof problem. Slitting to inspect complaint, not send material Author  4) Implemented Permaneted Permaneted and no previous comproblem. Slitting to inspect problem. Slitting to inspect	Andy Bufton  Andy Bufton  Andy Bufton  Ander for parent stating omplaints so process and to customer.  Ken Potter  Corrective Action of the parent stating omplaints so process and the customer of the parent stating omplaints so process rolls fror loose wind	g start up and tension cor s considered effective. Op nd and if found, reject rolls ons g start up and tension cor s considerd effective. Ope	Date  Introl in place. Only 1 log from the perators for the 1 log under a sat point of slitting and raise.  Date  Introl in place. Only 1 log from the 1 log under control of the 1 log	om a total of 12 logs comoplaint to be made awa se internal  08 Jul 2011  om a total of 12 logs comoplaint to be made aware	re			
i.e ionly for this customer so Author  3) Possible Solutions Line notes on production of effected and no previous conformation of problem. Slitting to inspect complaint, not send material Author  4) Implemented Permanented Permanented and no previous confedered an	Andy Bufton  Andy Bufton  Andy Bufton  Ander for parent stating omplaints so process and to customer.  Ken Potter  Corrective Action of the parent stating omplaints so process and the customer of the parent stating omplaints so process rolls fror loose wind	g start up and tension cor s considered effective. Op nd and if found, reject rolls ons g start up and tension cor s considerd effective. Ope	Date  Introl in place. Only 1 log from the perators for the 1 log under a sat point of slitting and raise.  Date  Introl in place. Only 1 log from the 1 log under control of the 1 log	om a total of 12 logs comoplaint to be made awa se internal  08 Jul 2011  om a total of 12 logs comoplaint to be made aware	re			
i.e ionly for this customer so Author  3) Possible Solutions Line notes on production of effected and no previous coof problem. Slitting to inspect complaint, not send material Author  4) Implemented Permaneted Permaneted and no previous comproblem. Slitting to inspect problem. Slitting to inspect	Andy Bufton  Andy Bufton  Andy Bufton  Ander for parent stating omplaints so process and to customer.  Ken Potter  Corrective Action of the parent stating omplaints so process and the customer of the parent stating omplaints so process rolls fror loose wind	g start up and tension cor s considered effective. Op nd and if found, reject rolls ons g start up and tension cor s considerd effective. Ope	Date  Introl in place. Only 1 log from the perators for the 1 log under a sat point of slitting and raise.  Date  Introl in place. Only 1 log from the 1 log under control of the 1 log	om a total of 12 logs comoplaint to be made awa se internal  08 Jul 2011  om a total of 12 logs comoplaint to be made aware	re			
i.e ionly for this customer so Author  3) Possible Solutions Line notes on production of effected and no previous coof problem. Slitting to inspect complaint, not send material  Author  4) Implemented Permaneted Permaneted and no previous coordinates on production of effected and no previous coordinates of problem. Slitting to inspect not send material to custom	Andy Bufton  Andy Bufton  Ander for parent stating omplaints so process and to customer.  Ken Potter  Corrective Action of the parent stating omplaints so process and the customer of the parent stating omplaints so process rolls fror loose wind the customer.	g start up and tension cor s considered effective. Op nd and if found, reject rolls ons g start up and tension cor s considerd effective. Ope	Date  Introl in place. Only 1 log from the 1 log under the series at point of slitting and raise.  Date  Introl in place. Only 1 log from the 1 log under the series for the 1 log under the 1 log	07 Jul 2011  om a total of 12 logs comoplaint to be made awase internal  08 Jul 2011  om a total of 12 logs comoplaint to be made aware comoplaint to be made aware internal complaint,	re			

### 5) Corrective Actions Validation

Checked line notes								
Briefed operators								
Author	Ken Potter	Date	08 Jul 2011					
6) Preventive Actions								
Line notes on production order for parent stating start up and tension control in place. Only 1 log from a total of 12 logs								
effected and no previous complaints so process considerd effective. Operators for the 1 log under comoplaint to be made aware of problem. Slitting to inspect rolls fror loose wind and if found reject rolls at point of slitting and raise internal complaint, not send material to customer								
Author	Ken Potter	Date	08 Jul 2011					
Estimated Date	08 Jul 2011	Implementation Date	08 Jul 2011					
Validation Date	08 Jul 2011							
7) Review Of Documentation								
(a) MSR								
Reviewed?	No							
Reference		Date						
(b) Flow chart, control plan, work inspection instructions								
Reviewed?	Yes							
Reference	production order notes	Date	08 Jul 2011					
(c) FMEA								
Reviewed?	No							
Reference		Date						
(d) Customer specification								
Reviewed?	Yes							
Reference	J Hopkins proposal Feb 2010	Date	01 Feb 2010					

## 8) Congratulate The Team