



Complaint Number: 101555

## Report 8D

Generated By: Krystyna DeVries  
Generated On: 10 Nov 2011

### I. COMPLAINT INFORMATION

Origination Date	10 Oct 2011		
Sales Name	Tony Kibler	Sales Office	Windsor
Telephone	+1 860 902 8233	Fax Number	+1 860 688 7000
Email	Anthony.Kibler@scapa.com		
Customer Complaint Ref			
Customer Name	Seal & Design Inc.		
SAP Customer Number	127840	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9700043441	Invoice Date	28 Sep 2011
- Material	154117	Batch	0000611469
Material Description			
5414 WH 1MMX1200MMX60M			
(b) SAP Invoice Number	9700044291	Invoice Date	20 Oct 2011
- Material	154117	Batch	0000618106
Material Description			
5414 WH 1MMX1200MMX60M			

#### 2) Problem Description

Customer is seeing quality defects in the rolls. The material is laminated uneven as you can see in the photos of the whole rolls. The other photos are of parts cut where the paper liner is bubbled, under the bubble there is no PSA, it looks like a gap in the process. Customer will advise on the total loss of yield. Please advise how this is happening,

10/25 - Customer is having the same issue with material that shipped 10/19 from the UK. Total losses is 10 yds between both PO's.

Actions Requested From The Customer

Corrective action and root cause

Credit

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>		
Date	<input type="text" value="26 Oct 2011"/>		
Process Owner	<input type="text" value="Krystyna DeVries"/>		
Team Leader	<input type="text" value="abuffon"/>		
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

Log has excessive dishing, Stepping, 1200mm width not fully usable, this is a process error off the logging machine, log should have been for internal use only.  
Log should not have been sent to stores for general stock.

Author	<input type="text" value="Andy Bufton"/>	Date	<input type="text" value="26 Oct 2011"/>
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2) Root Causes

Upon logging the material, the material telescoped (dished).

Author	<input type="text" value="Andy Bufton"/>	Date	<input type="text" value="26 Oct 2011"/>
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3) Possible Solutions

<input type="text"/>			
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Author	<input type="text"/>	Date	<input type="text"/>
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4) Implemented Perm Corrective Actions

The warehouse in Dunstable has guidelines as to the the level of acceptable coning allowed. If the product get to the stores (warehouse) the product will then not be shipped on to the customer.  
  
9-Nov-11 In addition, Scapa Renfrew has added an inspection process to their re-packaging of the material. Material is to be inspected for telescoping (dishing) prior to repackaging and shipping.

Author	<input type="text" value="Jason Hadfield"/>	Date	<input type="text" value="31 Oct 2011"/>
Estimated Date	<input type="text" value="31 Oct 2011"/>	Implementation Date	<input type="text" value="31 Oct 2011"/>
Validation Date	<input type="text" value="31 Oct 2011"/>		

5) Corrective Actions Validation

Monitoring required to ensure non repeats

Author	<input type="text" value="Jason Hadfield"/>	Date	<input type="text" value="31 Oct 2011"/>
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## 6) Preventive Actions

Production to improve quality.

Author	Jason Hadfield	Date	31 Oct 2011
Estimated Date	31 Oct 2011	Implementation Date	31 Oct 2011
Validation Date	31 Oct 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