



N° De Réclamation: 100247

Rapport 8D

Généré Par: Sylviane Carras
Généré Le: 25 Jul 2011

I. COMPLAINT INFORMATION / IDENTIFICATION DE LA RECLAMATION

Date De La Réclamation	31 May 2011		
Nom correspondant commercial	Paul Bican	Sales Office (Bureau Commercial)	Valence
Téléphone	+33 (0)4 66 20 00 26	No. Fax	-
Email	paul.bican@scapa.com		
Référence réclamation client			
Nom Du Client	Nexans France Paillart		
Numero De Client SAP	105187	N° Commande Client	
Rfrence Article Client			

1) Factures Et Articles Sur La Réclamation

(a) Numéro De Facture SAP	9200289366	Date De Facture	25 Feb 2011
- Matériel	160182	Lot	
Description Produit			
SFR10/103 Nat 20mmx800m&76idx370-400od			

2) Description Du Problème Identifié Par Le Client

Deposit on tape which causes an overthickness : the tape is dirty
Quantity : 3 kgs
Actions demandées au client

3) Actions Conservatoires Sur Le Process

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II. EVALUATION ET ACTIONS

Echantillons/Photos Reçus	<input type="text" value="Yes"/>				
Date	<input type="text" value="09 Jun 2011"/>				
Responsable Processus	<input type="text" value="Sylviane Carras"/>				
Responsable Action	<input type="text" value="trimmer"/>				
Réclamation justifiée?	<input type="text" value="Yes"/>	Retour marchandise	<input type="text" value="No"/>	Destruction marchandise	<input type="text" value="Yes"/>
Commentaires	<input type="text"/>				

1) Analyse

Customer is complaining in respect of Scapa SFR10/103 20mm x 800m (item 160182) due to on tape that causes over thickness; tape is dirty". The Photos provided by the customer shows a section of a pad with an inclusion and dirt mark on the surface of the tape. The affected material relates to goods supplied via Scapa sales order 535825/10 for 103 pads of 160182; batch number is 4558/11 which was made on 24/02/2011. It is understood that 3kg of material is affected.

Sample of the affected material was received at Scapa on 09/06/2011. The sample shows the same effect as the photo: a hard inclusion is apparent which gives increased thickness, along with dirt mark/smear on the surface of the tape.

It is likely that a limited amount will be affected in an individual pad, probably one or two metre in length.

Can Scapa Customer Care please arrange suitable credit and advise customer to dispose of affected material (3kg).

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The sample was inspected. It appears that some wet emulsion mix that contained small portion of dried material was applied to the cloth during coating, causing the hard inclusion and smear marks as observed on the surface of the tape. This appears to be an isolated incident.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="29 Jun 2011"/>
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2) Causes

The sample was inspected. It appears that some wet emulsion mix that contained small portion of dried material was applied to the cloth during coating, causing the hard inclusion and smear marks as observed on the surface of the tape. This was likely to due to the mix not being stirred before use, and the emulsion not being sufficiently dispersed prior to coating.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="29 Jun 2011"/>
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3) Solutions Possibles

1. Returned sample (tape with inclusion & smear mark) to be shown to all Operatives on the CWT coating and conversion process
2. Implement regime to stir emulsion mixes following prior to coating activity
3. Alert/notice for this incident be published to the Operatives, including returned sample; this notice will be placed on the Coating Process to highlight the need for the stirring activity.
4. Update spreading specification for SFR10-103 to include relevant stirring activity for emulsion mixes.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="29 Jun 2011"/>
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4) Mise En Place Actions Correctives Permanentes

1. Returned sample (tape with inclusion & smear mark) was shown to all Operatives on the CWT coating and conversion process. Done, immediately on receipt of this concern at Scapa Manchester.

2. Implement regime to stir emulsion mixes following prior to coating activity. Done, following investigation.

3. Alert/notice for this incident was published to the Operatives, including returned sample; this notice will be placed on the Coating Process to highlight the need for the stirring activity. Copy attached to Scapa Complaints system as confirmation.

4. Update spreading specification for SFR10-103 to include relevant stirring activity for emulsion mixes. Done. Manufacturing specification for coating of SFR10-103 updated to include this activity. Manufacturing specification number 31310-2 dated 08/07/2011 refers.

Auteur	Philip Ward	Date	29 Jun 2011
Date Estimée	08 Jul 2011	Date De Mise En Place	08 Jul 2011
Date De Validation	20 Jul 2011		

5) Validation Des Actions Correctives

Scapa has implemented the above corrective actions.

SFR10/103 batch 4867/05 was monitored. Spread on the CWT coating process on 11/07/2011. Converted into pads on the CWT conversion process on 18/07/2011. No inclusions or smear marks were observed on either process.

Auteur	Philip Ward	Date	20 Jul 2011
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6) Actions Préventives

System update: Manufacturing specification number 31310-2 was updated and re-issued on 08/07/2011.

Other items potentially affected: above corrective action will apply to all SFR10-103 items (not just item 160182).

Auteur	Philip Ward	Date	20 Jul 2011
Date Estimée	08 Jul 2011	Date De Mise En Place	08 Jul 2011
Date De Validation	20 Jul 2011		

7) Mise à Jour Documentation

(a) MSR

Commenté?	No		
Référence		Date	

(b) Révision logigrammes/plans de surveillance/instructions de fabrication et de contrôle

Commenté?	Yes		
Référence	31310-2	Date	08 Jul 2011

(c) Révision AMDEC

Commenté?	No		
Référence		Date	

(d) Spécification client

Commenté?	No
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Référence

Date

8) Félicitations à Toute L'équipe