



Complaint Number: 101097

## Report 8D

Generated By: Kerry Sykes

Generated On: 28 Sep 2011

### I. COMPLAINT INFORMATION

Origination Date	02 Sep 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	9100246637	Invoice Date	03 Aug 2011
- Material	114637	Batch	
Material Description			
3160 Black 1220mm x 1400m Plain			

#### 2) Problem Description

Jumbo contained a splice, yet no indication of a splice –why?

Delamination, ripping out, differential tension, badly marked surface. Loss of yield 50m debit note 2687 raised.

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 black 1400m jumbo roll (item 114637) due to an unmarked splice being within a jumbo; the jumbo also had delamination, ripping out, differential tension, and badly marked surface.

The affected material is from roll batch number 15370/1. The affected rolls were made during a production run of SPL jumbo rolls on 02/08/2011. Two x 1400m jumbo rolls of 114637 were supplied via Scapa sales order 565139/20. The customer is claiming for a total of 50m due to loss of yield. Photos provided by the customer confirm the concerns they have experienced.

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

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="28 Sep 2011"/>
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### 2) Root Causes

The effects observed by the customer relate to a 50m section of material. It is presumed that the affected material was found in the vicinity of a splice contained within the affected jumbo.

From the photos provided, it is supposed that insufficient material was pulled through, before making the splice within this jumbo. Therefore, a short patch of poor adhesive appears to have been incorporated in the vicinity of the splice on this occasion. The splice was unmarked purely due to Operator error, and will be brought to the attention of the crew concerned.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="28 Sep 2011"/>
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### 3) Possible Solutions

1. Brief all of the Adhesive Coating Line crews for the concerns being experience by Flowstrip
2. Verbal instruction to be given to crews in respect of this issue & splicing methodology, following receipt of this concern.
3. Compile comprehensive action plan to address all concerns/problems being experienced by Flowstrip.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="28 Sep 2011"/>
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### 4) Implemented Perm Corrective Actions

1. Brief all of the Adhesive Coating Line crews for the concerns being experience by Flowstrip. Done by site Quality Manager during week 38 & 39.
2. Verbal instruction to be given to crews in respect of this issue & splicing methodology, following receipt of this concern. Done by site Quality manager during week 38.
3. Compile comprehensive action plan to address all concerns/problems being experienced by Flowstrip. Action plan is currently being compiled.

Author	Philip Ward	Date	28 Sep 2011
Estimated Date	28 Sep 2011	Implementation Date	28 Sep 2011
Validation Date	28 Sep 2011		

### 5) Corrective Actions Validation

This appears to be an isolated incident as splices are normally flagged; this incident has been brought to the attention of the relevant crew.

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### 6) Preventive Actions

Comprehensive action plan to be compiled to address all concerns/problems being experienced by Flowstrip with Cloth SPL jumbos; actions to be referenced in complaint C101323 when available.

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Validation Date	28 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