Complaint Number: 100699

Report 8D

Generated By: Doug Matthews
Generated On: 26 Aug 2011

I. COMPLAINT INFORMATION

Origination Date	07 Jul 2011		
Sales Name	Mark Matyas	Sales Office	Windsor
Telephone	-	Fax Number	-
Email	Mark.Matyas@scapa.com		
Customer Complaint Ref			
Customer Name	United Solar Ovonic		
SAP Customer Number	130517	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

2) Problem Description

-USO-MEX team is reporting some issues with BCF heat staking. It was reported that some BCF rolls require higher, up to 40°C, heat staking temperature to form sufficient bond to our solar cells. There seem to be roll to roll variation in required heat staking temperature. This is more prominent on the clear PET BCF, but has been reported on the black PET BCF as well.

-lot number with melting problem is: 2003507 07-C1-B-07

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	Yes				
Date	17 Aug 2011				
Process Owner	Doug Matthews				
Team Leader					
Is Complaint Valid?	No	Return The Goods		Dispose The Goods	

Comments

1) Analysis

-USO-MEX team is reporting some issues with BCF heat staking. It was reported that some BCF rolls require higher, up to 40°C, heat staking temperature to form sufficient bond to our solar cells. There seem to be roll to roll variation in required heat staking temperature. This is more prominent on the clear PET BCF, but has been reported on the black PET BCF as well.

-lot number with melting problem is: 2003507 07-C1-B-07

-Samples from retains passed BCF-BCF adhesion. All good.

-Samples from retains sent to Windsor for DCS testing. All good.

-Sample from retains sent to Windsor for FTIR testing. All good.

-Samples of good and bad from USO were received. One was our number, rest were not our numbering system. The one identified as ours had an adhesion of 1.4 (min 1.1, ave 1.5).

Author	Doug Matthews	Date	26 Aug 2011

2) Root Causes

Author		Date	

3) Possible Solutions

Author		Date	

4) Implemented Perm Corrective Actions

Author		Date	
Estimated Date		Implementation Date	
Validation Date			

5) Corrective Actions Validation

Author		Date	

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