



Complaint Number: 101289

## Report 8D

Generated By: Julie Greaves  
Generated On: 10 Oct 2011

### I. COMPLAINT INFORMATION

Origination Date	19 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	Shand Higson and Co Ltd.		
SAP Customer Number	100001	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100247976	Invoice Date	05 Sep 2011
- Material	106112	Batch	
Material Description			
3259 Black Log 9mm x 1180mm x 8m			

#### 2) Problem Description

Paper sticking to the foam.
It has been an ongoing issue but no on this scale.
Actions Requested From The Customer
investigate and credit - 9 x 12mm reels so far affected

#### 3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>		
Date	<input type="text" value="29 Sep 2011"/>		
Process Owner	<input type="text" value="Julie Greaves"/>		
Team Leader	<input type="text"/>		
Is Complaint Valid?	<input type="text" value="No"/>	Return The Goods	<input type="text"/>
		Dispose The Goods	<input type="text"/>
Comments	<input type="text"/>		

1) Analysis

1 x 10mm wide roll returned. On examination of roll as received there was evidence of paper delamination on outer wrap. When unwound further no issues of paper delamination were seen. The release for the cast side of the paper = 0.39N/25mm and for the silicone side release = 0.33N/25mm. Specification for both sides release = 1N/25mm maximum. Values for release are typical for current production.

Paper delamination can be caused by incorrect conversion which can cause weakness in paper edge. However the quality of conversion of the roll by the customer looks to be okay. As the roll returned meets specification but there is evidence that paper delamination has been found in the roll (cause unknown) I recommend a goodwill credit is issued.

Author	<input type="text" value="Terry O'Brien"/>	Date	<input type="text"/>
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2) Root Causes

Author	<input type="text"/>	Date	<input type="text"/>
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3) Possible Solutions

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

Author	<input type="text"/>	Date	<input type="text"/>
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Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
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Validation Date	<input type="text"/>
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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