



# Rapport 8D

Généré Par: Sylviane Carras  
Généré Le: 10 Nov 2011

## I. COMPLAINT INFORMATION / IDENTIFICATION DE LA RECLAMATION

Date De La Réclamation	08 Sep 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	Silec cable		
Numero De Client SAP	105194	N° Commande Client	
Rfrence Article Client			

### 1) Factures Et Articles Sur La Réclamation

(a) Numéro De Facture SAP	9200304294	Date De Facture	02 Sep 2011
- Matériel	139961	Lot	
Description Produit 2525 Noir 19mm x 4.6m Haute Tension			
- Matériel	139961	Lot	
Description Produit 2525 Noir 19mm x 4.6m Haute Tension			

### 2) Description Du Problème Identifié Par Le Client

Same problem as complaint 100819 and 100919

Customer is out of stock and doesn't understand why we continue to send bad products. We have to take back urgently all the faulty goods

They need urgently goods with 0 default.

Actions demandées au client

3) Actions Conservatoires Sur Le Process

## II. EVALUATION ET ACTIONS

Echantillons/Photos Reçus	<input type="text" value="No"/>		
Date	<input type="text"/>		
Responsable Processus	<input type="text" value="Beate Kniesel"/>		
Responsable Action	<input type="text" value="pbarrow"/>		
Réclamation justifiée?	<input type="text" value="Yes"/>	Retour marchandise	<input type="text" value="Yes"/>
		Destruction marchandise	<input type="text" value="No"/>

### Commentaires

Sylviane,

We are handling this complaint through our NPV system. I would suggest that we close this out and explain to the customer that we are handling through our development process.

Regards

Paul

### 1) Analyse

The customer is complaining in respect of Scapa 2525 19mm x 4.6m (item 139961) due to "The liner is tearing when we remove it (bad cut)".

The material is subject to the same fault & problem as concern C100819 C100919.

The material was supplied via dispatch note 81066027.

The customer has rejected this material.

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Samples were received at Scapa Ashton on 28/07/2011 for concern C100819. One intact coil, two part-coils and four strip samples were received. These were reviewed and checked. The coils were unwound and the liner was removed during the unwinding. The liner shows intermittent tearing and ripping-out at any point during the unwinding of the coil. This appears to be consistent with the returned strip samples, which show the same effect. There were no nicks or tears evident in the amalgamating tape.

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Can return of the affected goods and suitable credit be arranged.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="12 Sep 2011"/>
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### 2) Causes

The interleave has been tested by Scapa and found to have a very poor tear strength in machine direction of the interleave. It is significantly lower than previous material.

Scapa's supplier has provided substandard material which has caused the end customer an issue.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="12 Sep 2011"/>
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### 3) Solutions Possibles

Interim statement: The samples and conversion process are being reviewed to improve the cut on the interleave. Scapa is working with interleave supplier to resolve the problem.

Scapa has placed the issues in their New Product Validation process. Currently Scapa are looking at improved interleaves, printing on existing interleaves and a new material type of interleave

Auteur	Philip Ward	Date	12 Sep 2011
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### 4) Mise En Place Actions Correctives Permanentes

Interim statement: The samples and conversion process are being reviewed to improve the cut on the interleave. Scapa is working with interleave supplier to resolve the problem.

Scapa has placed the issues in their New Product Validation process. Currently Scapa are looking at improved interleaves, printing on existing interleaves and a new material type of interleave.

It is recommended that the complaint be closed and processed through the new interleave validation process.

Auteur	Paul Barrow	Date	20 Oct 2011
Date Estimée	20 Oct 2011	Date De Mise En Place	20 Oct 2011
Date De Validation	20 Oct 2011		

### 5) Validation Des Actions Correctives

Scapa has placed the issues in their New Product Validation process. Currently Scapa are looking at improved interleaves, printing on existing interleaves and a new material type of interleave.

It is recommended that the complaint be closed and processed through the new interleave validation process.

Auteur	Paul Barrow	Date	20 Oct 2011
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### 6) Actions Préventives

Scapa has placed the issues in their New Product Validation process. Currently Scapa are looking at improved interleaves, printing on existing interleaves and a new material type of interleave.

It is recommended that the complaint be closed and processed through the new interleave validation process.

Auteur	Paul Barrow	Date	20 Oct 2011
Date Estimée	20 Oct 2011	Date De Mise En Place	20 Oct 2011
Date De Validation	20 Oct 2011		

7) Mise à Jour Documentation

(a) MSR

Commenté?	<input type="text" value="No"/>		
Référence	<input type="text"/>	Date	<input type="text"/>

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

Commenté?	<input type="text" value="No"/>		
Référence	<input type="text"/>	Date	<input type="text"/>

(c) Révision AMDEC

Commenté?	<input type="text" value="No"/>		
Référence	<input type="text"/>	Date	<input type="text"/>

(d) Spécification du client

Commenté?	<input type="text" value="No"/>		
Référence	<input type="text"/>	Date	<input type="text"/>

8) Félicitations à Toute L'équipe