



Complaint Number: 100231

Report 8D

Generated By: Kerry Sykes
Generated On: 08 Jul 2011

I. COMPLAINT INFORMATION

Origination Date	27 May 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	9100242986	Invoice Date	13 May 2011
- Material	138652	Batch	
Material Description			
3159 Silver 1220mm x 1400m Plain			

2) Problem Description

Again, badly marked and creased surface, ripping out and delamination. Loss of yield 100m, for which Debit note 2673 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" value="No"/>	Dispose The Goods	<input type="text" value="Yes"/>
Comments	<input type="text"/>				

1) Analysis

Customer is complaining in respect of Scapa 3159 silver jumbo 1400m (item 138652) due to badly marked surface, delamination and creasing.

It is understood that a total of 400m of material is subject to claim due to loss of yield from delamination and creasing, from jumbo roll batch numbers 14614/1, 14614/4, 14615/2, 14616/1 & 14616/3 which were made on 12/05/2011.

The affected material relates to goods supplied via Scapa sales order 552922/10 for ten x 1400m jumbo roll of 138652, which was dispatched on 13/05/2011.

Photos provided by the customer show the creases and folds in the jumbo roll, and adhesive offset and ripping out as observed on subsequent processing. Can Scapa Customer Care please advise customer to dispose of affected 400m of material and arrange for suitable credit.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="01 Jul 2011"/>
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2) Root Causes

The ripping and delamination effects observed by the customer are likely to be due to brief mis-feed of resin into the adhesive, causing a localized patch of high adhesion that resulted in the effects as observed.

The creasing effects observed by the customer are likely to be due to poor winding at the take-up stage of the adhesive coating process.

Author	<input type="text" value="Paul Barrow"/>	Date	<input type="text" value="01 Jul 2011"/>
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3) Possible Solutions

Ripping and delamination: Check associated adhesive mix & dispense equipment. Review sensitivity of control system on the dispense equipment to see if this can be enhanced.

Creasing: Spreading roller to be fitted to cloth spreading process, to aid removal folds and creases.

Author	<input type="text" value="Paul Barrow"/>	Date	<input type="text" value="01 Jul 2011"/>
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4) Implemented Perm Corrective Actions

Ripping and delamination: associated adhesive mix & dispense equipment was checked and was operating correctly. Sensitivity of control system on the dispense equipment was enhanced to smooth out and further stabilize delivery of resin into the adhesive.

Creasing: Spreading roller fitted to cloth spreading process, to aid removal folds and creases. This may need to some fine tuning to get best benefit on Scapa 3159.

Author	<input type="text" value="Paul Barrow"/>	Date	<input type="text" value="01 Jul 2011"/>
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Estimated Date	<input type="text" value="17 May 2011"/>	Implementation Date	<input type="text" value="17 May 2011"/>
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Validation Date 30 Jun 2011

5) Corrective Actions Validation

Scapa has implemented the above corrective actions, and such should start to provide even tighter control.

Ripping and delamination: Sensitivity of control system on the dispense equipment was enhanced to smooth out and further stabilize delivery of resin into the adhesive.

Creasing: Spreading roller fitted to aid removal of creases; may need fine tuning and further works to give best results.

Author Paul Barrow Date 01 Jun 2011

6) Preventive Actions

Above actions to be applied to other products supplied to this customer e.g. 3160, 3120 and 3162 jumbo rolls.

Author Paul Barrow Date 01 Jul 2011

Estimated Date 17 May 2011 Implementation Date 17 May 2011

Validation Date 30 Jun 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