



Complaint Number: 101711

Report 8D

Generated By: Celine Mandon
Generated On: 20 Jun 2012

I. COMPLAINT INFORMATION

Origination Date	19 Oct 2011		
Sales Name	Jean-Phillippe Dupont-Automotive	Sales Office	Valence
Telephone	+33 4 75 44 80 00	Fax Number	+33 4 75 44 80 55
Email	jean-philippe.dupont@scapa.com		
Customer Complaint Ref			
Customer Name	ALT Technologies BV		
SAP Customer Number	124733	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

2) Problem Description

The paper is tearing on the U837 when customer tries to remove the liner. Video sent to Scapa showing (batch WIN0020441) the liner tearing at the customer's facility.

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>				
Date	<input type="text" value="13 Jan 2012"/>				
Process Owner	<input type="text" value="Seb Houle"/>				
Team Leader	<input type="text"/>				
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

7 rolls were received for analysis. All rolls were inspected by QA and the Slitting Supervisor. The slit quality was good. There were no rough edges or nicks in the liner that would cause any weak spots.

Scapa was able to duplicate the tearing issue on the rolls returned by applying the adhesive to PET and then removing the liner similarly to the way the customer was removing it (as shown in the video sent to Scapa). The liner tearing did not originate from any kind of slitting defect (i.e. rough slit edge or edge nick). While removing the liner the liner sees a number of forces in various directions. The liner also sees a slight twisting motion as well as being manipulated into a number of acute angle at the point of separation from the adhesive during the stripping process. By increasing the twisting motion the tearing would tear more often.

The liner tearing seems to occur while stripping the liner under increased stress as mentioned in the circumstances above.

Author	<input type="text" value="Jaret Baranek"/>	Date	<input type="text" value="19 Jan 2012"/>
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2) Root Causes

The root cause was the release liner itself, but what specifically was wrong with it was not determined.

The liner supplier and their base baper supplier investigated the internal strength of the liner. There were no requirement for the liner internal strength.

The liner supplier was notified of the issue and samples were sent for analysis. [Supplier Complaint ID: SC21613]

Author	<input type="text" value="Jaret Baranek"/>	Date	<input type="text" value="20 Jan 2012"/>
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3) Possible Solutions

Replace the liner.

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

Scapa is no longer purchasing this liner from this liner supplier. They worked very hard at correcting a number of issues they were having with this liner, but were unable to correct any issues. There were multiple complaint with multiple Scapa customers and there was no corrective actions made that would permanently fix these issues. Scapa has lost all confidence in this supplier's ability to produce this liner with the quality that Scapa and it's customers require.

The new liner supplier already does a large amount of business with Scapa. The liner that the U837 is being switched to is an existing liner that runs well and does not have these defects that the problematic liner had.

Author	Jaret Baranek	Date	01 Mar 2012
Estimated Date	28 Feb 2012	Implementation Date	28 Feb 2012
Validation Date			

5) Corrective Actions Validation

We are unable to validate the corrective action. The customer is not interested in trialing the replacement liner and they are unable to meet the requirements of the old liner if Scapa were to continue purchasing it for this product.

Author	Jaret Baranek	Date	18 Jun 2012
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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