



Complaint Number: 100473

Report 8D

Generated By: Doug Matthews

Generated On: 03 Aug 2011

I. COMPLAINT INFORMATION

Origination Date	15 Jun 2011		
Sales Name	Tony Kibler	Sales Office	Windsor
Telephone	+1 860 902 8233	Fax Number	+1 860 688 7000
Email	Anthony.Kibler@scapa.com		
Customer Complaint Ref			
Customer Name	Lofton Label Inc.		
SAP Customer Number	127427	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9700036720	Invoice Date	21 Mar 2011
- Material	159878	Batch	2003513
Material Description			
12 35-42# C1S CoPET (Clay Coated)			

2) Problem Description

The stock is so baggy on one side of the material, it can not be ran through the press efficiently enough in order for it to be rewound through the rewinder without becoming a Non Conformity for the end user.

Actions Requested From The Customer

Credit for \$2,278.66 USD

3) Containment Actions

Customer returned 2 rolls and was able to use the rest of the order.

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>				
Date	<input type="text" value="21 Jun 2011"/>				
Process Owner	<input type="text" value="Doug Matthews"/>				
Team Leader	<input type="text" value="dmatthews"/>				
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text" value="Yes"/>	Dispose The Goods	<input type="text" value="No"/>
Comments	<input type="text" value="Updated the SAP Production Order for this customer to include: At the first sign of die buildup, the operator is to shim the die."/>				

1) Analysis

- Customer states that the stock is so baggy on one side of the material, it can not be ran through the press efficiently enough in order for it to be rewound through the rewinder without becoming a Non Conformity for the end user.
- We observed bands and depressions in the rolls shown in the pictures.
- Retain samples did not show unusual cross direction gage variation as we normally test.
- Inspection of returned rolls showed pencil bands through the roll. The rolls were rewound and the bands were seen through most of the 2 rolls from top to core.

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2) Root Causes

The gage bands which the customer saw were confirmed with the returned rolls. These narrow gage bands are also called pencil bands due to their narrow width (approximately the width of a pencil). The extrusion die segments are not capable of producing this type of gage variation but die streaks are. The propensity for die streaks increases with time throughout the run. The operators "shim the die" also called picking the lips when die streaks become apparent. The precursor of die streaks is die lip buildup. So, the root cause is the operator not shimming the die often enough to eliminate die lip buildup, which causes streaks, with the result being pencil bands..

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3) Possible Solutions

Possible solutions considered:

1. Shimming of the die at the first indication of die lip buildup, which is the precursor of die streaks and pencil bands.
2. Shimming the die on a preset frequency. Not chosen due to more splices and a set frequency does not insure no pencil bands due to die streaks.
3. Check the transverse direction gage variation more frequently. Not chosen due to the fact that this test did not show anything unusual in the retains.

4. Include pencil bands in the Defect and Troubleshooting guide.

5. Conduct a training session to brief all operators.

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4) Implemented Perm Corrective Actions

- Updated the SAP Production Order for this customer to include: At the first sign of die buildup, the operator is to shim the die (pick the lips)

- A training session of all operators has been completed.

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Estimated Date	05 Aug 2011	Implementation Date	03 Aug 2011
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Validation Date	03 Aug 2011
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5) Corrective Actions Validation

- A note has been added to SAP Production Order for all incoming orders for this customer.

-Training has been completed.

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6) Preventive Actions

- A note has been added to SAP Production Order for all incoming orders for this customer.

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Estimated Date	05 Aug 2011	Implementation Date	03 Aug 2011
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Validation Date	03 Aug 2011
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7) Review Of Documentation

(a) MSR

Reviewed?	No
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Reference		Date	
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(b) Flow chart, control plan, work inspection instructions

Reviewed?	Yes
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Reference	SAP Production Order	Date	03 Aug 2011
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(c) FMEA

Reviewed?	No
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Reference		Date	
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(d) Customer specification

Reviewed?	No
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Reference

Date

8) Congratulate The Team