



Rapport 8D

Généré Par: Nathalie Stienlet
Généré Le: 12 Jul 2011

I. COMPLAINT INFORMATION / IDENTIFICATION DE LA RECLAMATION

| | | | |
|------------------------------|---------------------------|----------------------------------|---------|
| Date De La Réclamation | 29 Jun 2011 | | |
| Nom correspondant commercial | François Martin | Sales Office (Bureau Commercial) | Valence |
| Téléphone | | No. Fax | - |
| Email | francois.martin@scapa.com | | |
| Référence réclamation client | | | |
| Nom Du Client | S.e.f. | | |
| Numero De Client SAP | 109195 | N° Commande Client | 51745 |
| Rfrence Article Client | R612 | | |

1) Factures Et Articles Sur La Réclamation

| | | | |
|------------------------------------|------------|-----------------|-------------|
| (a) Numéro De Facture SAP | 9200297326 | Date De Facture | 26 May 2011 |
| - Matériel | 140389 | Lot | 2002158 00 |
| Description Produit | | | |
| R612 PET 75my transp. 1036mm Jumbo | | | |

2) Description Du Problème Identifié Par Le Client

Problème lors de la pose de la presse : la masse silicone s'arrache par zone
Ce sont des résidus/transferts de masse adhésive de notre support sur le produit flocké après pressage.
L'accroche de la masse adhésive sur notre support PET n'est donc pas bonne (ou pas conforme).

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the customer meets some problem during the application :

They are residues / transfers of adhesive mass of our support on the flocké product after pressing.

Hang on it of the adhesive mass on our support PET is not thus good (or not corresponding).

Actions demandées au client

3) Actions Conservatoires Sur Le Process

II. EVALUATION ET ACTIONS

| | | | | | |
|---------------------------------------------------|-------------------|--------------------|----|-------------------------|-----|
| Echantillons/Photos Reçus | Yes | | | | |
| Date | 07 Jul 2011 | | | | |
| Responsable Processus | Nathalie Stienlet | | | | |
| Responsable Action | aberginger | | | | |
| Réclamation justifiée? | Yes | Retour marchandise | No | Destruction marchandise | Yes |
| Commentaires | | | | | |
| Bon de destruction à compléter et retourner signé | | | | | |

1) Analyse

| | | | |
|------------------------------------|-------------------|------|-------------|
| flocksamples. | | | |
| Show patches with adhesive residue | | | |
| Auteur | Eberhard Sägewitz | Date | 07 Jul 2011 |

2) Causes

| | | | |
|----------------------------------------------------------------|-------------------|------|-------------|
| bad anchorage of the adhesive due to a problem with the primer | | | |
| Auteur | Andreas Berginger | Date | 08 Jul 2011 |

3) Solutions Possibles

| | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|------|-------------|
| The problem was caused by an impure solvent. the problems was recognized during the production and the contaminated solvent was scraped | | | |
| The affected material was sent to SEF for testing; the samples passed the SEF q-control and were released, but unfortunately some of the material was not useable for the customer nevertheless | | | |
| Auteur | Andreas Berginger | Date | 08 Jul 2011 |

4) Mise En Place Actions Correctives Permanentes

| | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----------------------|-------------|
| The problem was caused by an impure solvent. the problems was recognized during the production and the contaminated solvent was scraped | | | |
| The affected material was sent to SEF for testing; the samples passed the SEF q-control and were released, but unfortunately some of the material was not useable for the customer nevertheless | | | |
| Auteur | Andreas Berginger | Date | 08 Jul 2011 |
| Date Estimée | 08 Jul 2011 | Date De Mise En Place | 08 Jul 2011 |
| Date De Validation | 08 Jul 2011 | | |

5) Validation Des Actions Correctives

process control

Auteur

Andreas Berginger

Date

08 Jul 2011

6) Actions Préventives

The problem was caused by an impure solvent. the problems was recognized during the production and the contaminated solvent was scraped

The affected material was sent to SEF for testing; the samples passed the SEF q-control and were released, but unfortunately some of the material was not useable for the customer nevertheless

Auteur

Andreas Berginger

Date

08 Jul 2011

Date Estimée

08 Jul 2011

Date De Mise En Place

08 Jul 2011

Date De Validation

08 Jul 2011

7) Mise à Jour Documentation

(a) MSR

Commenté?

No

Référence

Date

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

Commenté?

No

Référence

Date

(c) Révision AMDEC

Commenté?

No

Référence

Date

(d) Spécification client

Commenté?

No

Référence

Date

8) Félicitations à Toute L'équipe