



Complaint Number: 100143

Report 8D

Generated By: Roy Shawdale
Generated On: 13 Jun 2011

I. COMPLAINT INFORMATION

Origination Date	19 May 2011		
Sales Name	Thomas Drews	Sales Office	Mannheim
Telephone		Fax Number	
Email	thomas.drews@scapa.com		
Customer Complaint Ref			
Customer Name	Stokvis Danmark A/S		
SAP Customer Number	100091	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100241749	Invoice Date	14 Apr 2011
- Material	139305	Batch	
Material Description			
Y968 Laminat 1280mm x 100m Stokvis OV			

2) Problem Description

Customer alleges that we have supplied a roll of 139305 (Y968) with creases as shown in the attached pictures. This roll cannot be used by the end user Struerr. Can we please investigate?

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<div>Yes</div>		
Date	<div>07 Jun 2011</div>		
Process Owner	<div>Eberhard Sägewitz</div>		
Team Leader	<div></div>		
Is Complaint Valid?	<div>No</div>	Return The Goods	<div>No</div>
		Dispose The Goods	<div>Yes</div>

Comments

According to our analysis, the defect was already in the raw material. Typical wrinkles coming from our line show a different patter, they are not so sharp and go through the full width of the web and not only partially.

The raw material is supplied to us from the customer, therefore I'd suggest to close this complaint, otherwise we'd have to raise a supplier complaint to customer.

Nevertheless, the operators have been informed about the defect and we'll try to capture the wrinkles before we send them out next time.

1) Analysis

wrinkles in the material

Author	<div>Andreas Berginger</div>	Date	<div>10 Jun 2011</div>
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2) Root Causes

Author	<div></div>	Date	<div></div>
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3) Possible Solutions

Author	<div></div>	Date	<div></div>
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4) Implemented Perm Corrective Actions

Author	<div></div>	Date	<div></div>
Estimated Date	<div></div>	Implementation Date	<div></div>
Validation Date	<div></div>		

5) Corrective Actions Validation

Author	<div></div>	Date	<div></div>
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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