



Complaint Number: 101389

## Report 8D

Generated By: Celine Mandon  
Generated On: 13 Oct 2011

### I. COMPLAINT INFORMATION

|                        |                                |                   |          |
|------------------------|--------------------------------|-------------------|----------|
| Origination Date       | 27 Sep 2011                    |                   |          |
| Sales Name             | Thierry Derome                 | Sales Office      | Mannheim |
| Telephone              | +49 (0)171 3729520             | Fax Number        | -        |
| Email                  | thierry.derome@scapa.com       |                   |          |
| Customer Complaint Ref |                                |                   |          |
| Customer Name          | Leoni Wiring Systems AIN SEBAA |                   |          |
| SAP Customer Number    | 109107                         | Customer Order N° |          |
| Customer Part Number   |                                |                   |          |

#### 1) Invoices And Items On Complaint

|                           |            |              |             |
|---------------------------|------------|--------------|-------------|
| (a) SAP Invoice Number    | 9200304815 | Invoice Date | 12 Sep 2011 |
| - Material                | 125549     | Batch        | 0000605636  |
| Material Description      |            |              |             |
| 3510 Noir 38mm x 10m ACRD |            |              |             |

#### 2) Problem Description

difficult unwinding

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="Stefano Roncarolo"/> |                   |                      |
| Team Leader           | <input type="text" value="sroncarolo"/>        |                   |                      |
| Is Complaint Valid?   | <input type="text" value="Yes"/>               | Return The Goods  | <input type="text"/> |
|                       |  | Dispose The Goods | <input type="text"/> |
| Comments              | <input type="text"/>                           |                   |                      |

1) Analysis

|   |  |      |  |
|---|--|------|--|
| <input type="text" value="Too hight unwind force"/> |  |      |  |
| Author  | <input type="text" value="Stefano Roncarolo"/> | Date | <input type="text" value="13 Oct 2011"/> |

2) Root Causes

|   |  |      |  |
|---|--|------|--|
| <input type="text" value="The support is too much fleecy and generates the hight unwind force after the coating."/> |  |      |  |
| Author  | <input type="text" value="Stefano Roncarolo"/> | Date | <input type="text" value="13 Oct 2011"/> |

3) Possible Solutions

|   |  |      |  |
|---|--|------|--|
| <input type="text" value="The support is too fleecy in some zone and after the coating generate too high unwind force on some rolls. We have a meeting with the supplier to avoid in the future the issue."/> |  |      |  |
| Author  | <input type="text" value="Stefano Roncarolo"/> | Date | <input type="text" value="13 Oct 2011"/> |

4) Implemented Perm Corrective Actions

|   |  |                     |  |
|---|--|---------------------|--|
| <input type="text" value="The support is too fleecy in some zone and after the coating generate too high unwind force on some rolls. We have a meeting with the supplier to avoid in the future the issue."/> |  |                     |  |
| Author  | <input type="text" value="Stefano Roncarolo"/> | Date                | <input type="text" value="13 Oct 2011"/> |
| Estimated Date  | <input type="text" value="13 Oct 2011"/>       | Implementation Date | <input type="text" value="12 Oct 2011"/> |
| Validation Date   | <input type="text"/>                           |                     |  |

5) Corrective Actions Validation

|                      |                      |      |                      |
|----------------------|----------------------|------|----------------------|
| <input type="text"/> |                      |      |                      |
| Author               | <input type="text"/> | Date | <input type="text"/> |

## 6) Preventive Actions

We have a meeting with the supplier to avoid in the future the issue.

|                 |                   |                     |             |
|-----------------|-------------------|---------------------|-------------|
| Author          | Stefano Roncarolo | Date                | 13 Oct 2011 |
| Estimated Date  | 13 Oct 2011       | Implementation Date | 13 Oct 2011 |
| 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