



Complaint Number: 100519

Report 8D

Generated By: Kerry Sykes
Generated On: 05 Jul 2011

I. COMPLAINT INFORMATION

| | | | |
|------------------------|--------------------------|-------------------|---------------------|
| Origination Date | 21 Jun 2011 | | |
| Sales Name | Andrew Sampson | Sales Office | Ashton |
| Telephone | +44 (0)161 301 7400 | Fax Number | +44 (0)161 301 7445 |
| Email | andrew.sampson@scapa.com | | |
| Customer Complaint Ref | | | |
| Customer Name | Flowstrip Limited | | |
| SAP Customer Number | 100009 | Customer Order N° | |
| Customer Part Number | | | |

1) Invoices And Items On Complaint

| | | | |
|---------------------------------|------------|--------------|-------------|
| (a) SAP Invoice Number | 9100244638 | Invoice Date | 20 Jun 2011 |
| - Material | 139505 | Batch | |
| Material Description | | | |
| 3159 White 1220mm x 1400m Plain | | | |

2) Problem Description

We've received delivery this morning of 5 white jumbos (Order 14824, Delivery note 81047778).

We've observed a discrepancy with BN 14948/2. The production certificate identifies the jumbo as 3159 (which is what we ordered), however, the production horse ticket identifies it as 3160 (see attached photos). BN's 14948/1, /3, /4 & /5 are all marked as 3159.

Could you please confirm the correct product code for BN 14948/2? We've been informed previously that the green sticker on the batch ticket indicates that the jumbo has been inspected and signed off/released. If that is still correct, and as the batch ticket for BN 14948/2 has a green sticker attached, I'd have expected this discrepancy to have been identified and corrected in-house prior to shipping?

Could this lack of attention to detail also be related to the problems/defects that we're encountering with products?

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

| | | | |
|-----------------------|------------------------|-------------------|-------------|
| Sample/photo Received | <div>Yes</div> | | |
| Date | <div>21 Jun 2011</div> | | |
| Process Owner | <div>Kerry Sykes</div> | | |
| Team Leader | <div>pbarrow</div> | | |
| Is Complaint Valid? | <div>Yes</div> | Return The Goods | <div></div> |
| | | Dispose The Goods | <div></div> |
| Comments | <div></div> | | |

1) Analysis

The customer is complaining in respect of Scapa 3159 white 1220mm x 1400m jumbo (item 139505), due to the incorrect product reference being applied to an individual roll batch ticket. The affected batch 14948 is Scapa 3159, but the batch ticket for individual jumbo roll batch 14948/2 was marked by Production as 3160. The photo supplied by the customer confirms the incident.

Unfortunately, the inspection regime did not pick up the incorrect product reference applied to the batch ticket for this incident.

Scapa apologises for this incident. Scapa can also confirm this material is 3159 and the individual jumbo roll batch 14948/2 was marked incorrectly; the material should be suitable to use as 3159.

| | | | |
|--------|------------------------|------|------------------------|
| Author | <div>Philip Ward</div> | Date | <div>04 Jul 2011</div> |
|--------|------------------------|------|------------------------|

2) Root Causes

Isolated error, one batch ticket from a batch of five rolls was marked/identified with the incorrect Product reference (marked as 3160, instead of 3159, for individual jumbo roll batch 14948/2). This incident was solely down to human error by Production.

| | | | |
|--------|------------------------|------|------------------------|
| Author | <div>Philip Ward</div> | Date | <div>04 Jul 2011</div> |
|--------|------------------------|------|------------------------|

3) Possible Solutions

| | | | |
|--------|-------------|------|-------------|
| Author | <div></div> | Date | <div></div> |
|--------|-------------|------|-------------|

4) Implemented Perm Corrective Actions

1. Production operatives responsible were advised of the incident.

2. Quality Inspection were advised of the incident.

3. Log sheet used for inspection of jumbo rolls has been updated to include prompt for the checking of product reference as applied to batch ticket.

| | | | |
|-----------------|------------------------|---------------------|------------------------|
| Author | <div>Philip Ward</div> | Date | <div>04 Jul 2011</div> |
| Estimated Date | <div>04 Jul 2011</div> | Implementation Date | <div>04 Jul 2011</div> |
| Validation Date | <div>04 Jul 2011</div> | | |

5) Corrective Actions Validation

Scapa has implemented the above corrective actions.

Updated log sheet used for inspection of jumbo rolls has been implemented and no similar errors noted.

The above corrective actions will apply to other products supplied to this customer (e.g. 3160/3120).

No further incidents with batch ticket identification have been advised by the customer since this concern.

| | | | |
|--------|-------------|------|-------------|
| Author | Philip Ward | Date | 04 Jul 2011 |
|--------|-------------|------|-------------|

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