



Complaint Number: 101209

## Report 8D

Generated By: Christine Hulme  
Generated On: 13 Oct 2011

### I. COMPLAINT INFORMATION

Origination Date	13 Sep 2011		
Sales Name	Daniel Ephgrave	Sales Office	Dunstable
Telephone	+44 1582 474 655	Fax Number	
Email	daniel.ephgrave@scapa.com		
Customer Complaint Ref			
Customer Name	4 Titude Ltd		
SAP Customer Number	120664	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100244597	Invoice Date	17 Jun 2011
- Material	141377	Batch	
Material Description			
TIB1296005 Aluminium Plate Perf 100/bag			

#### 2) Problem Description

4Titude have received several complaints from their customers against the following product: adhesion properties, leakages, visible difference from previous deliveries.

Actions Requested From The Customer

#### 3) Containment Actions

## II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>				
Date	<input type="text" value="19 Sep 2011"/>				
Process Owner	<input type="text" value="Christine Hulme"/>				
Team Leader	<input type="text" value="tobrien"/>				
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text" value="No"/>	Dispose The Goods	<input type="text" value="Yes"/>
Comments	<input type="text"/>				

### 1) Analysis

Customer problems stem from change in adhesive by supplier. The alternative adhesive fails in processing after -20 Degrees C conditioning. The previous adhesive worked okay.

Author	<input type="text" value="Terry O'Brien"/>	Date	<input type="text" value="13 Oct 2011"/>
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### 2) Root Causes

Adhesive changed without notification by supplier to Scapa.

Author	<input type="text" value="Terry O'Brien"/>	Date	<input type="text" value="13 Oct 2011"/>
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### 3) Possible Solutions

Author	<input type="text"/>	Date	<input type="text"/>
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### 4) Implemented Perm Corrective Actions

We now have written agreement with supplier to notify us in advance of any changes to materials or processes.

Supplier has now reverted to previous version of adhesive which is known to perform for this application.

Author	<input type="text" value="Christine Hulme"/>	Date	<input type="text" value="13 Oct 2011"/>
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Estimated Date	<input type="text" value="13 Oct 2011"/>	Implementation Date	<input type="text" value="13 Oct 2011"/>
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Validation Date	<input type="text" value="13 Oct 2011"/>
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### 5) Corrective Actions Validation

Supplier has now reverted to original adhesive version from 30th June 2011.

Author	<input type="text" value="Christine Hulme"/>	Date	<input type="text" value="13 Oct 2011"/>
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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