



Complaint Number: 100035

Report 8D

Generated By: Lynn Cartwright

Generated On: 20 May 2011

I. COMPLAINT INFORMATION

Origination Date	05 May 2011		
Sales Name	Scapa Interco	Sales Office	
Telephone		Fax Number	
Email			
Customer Complaint Ref			
Customer Name	Scapa (Shanghai) Int Trading Co Ltd		
SAP Customer Number	126495	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100237888	Invoice Date	28 Jan 2011
- Material	137275	Batch	
Material Description			
2517 Black 1150mm x 200m Jumbo (Nominal)			

2) Problem Description

During rewinding, one jumbo roll of 2517 was broken inside. Qty involved 58.5m (67.275m²). 4 pictures attached

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="Lynn Cartwright"/>				
Team Leader	<input type="text" value="pward"/>				
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

The customer is complaining in respect of Scapa 2517 black 1150mm x 200m jumbo (item 137275) due to holes in the sheet. It is understood that 58.5m from one jumbo is affected, batch 4502/11 which was made on 26.01.2011. The concern relates to one jumbo roll of 2517 that was supplied as part of a ten jumbo roll consignment via Scapa sales order 527320/30, which was dispatched from Scapa Manchester on 28/01/2011.

Photographs provided by the customer confirm the concern.

Can Scapa Customer Care please advise customer to dispose of the affected material and arrange suitable credit.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="17 May 2011"/>
--------	--	------	--

2) Root Causes

The holes in the 2517 sheet as observed by the customer are likely to be due to the extruder feeding the calendar being interrupted due to a momentary blockage. The shape of the hole appears to support this.

This should be an isolated issue, and only a limited amount of material would be affected within the consignment.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="17 May 2011"/>
--------	--	------	--

3) Possible Solutions

1. Quality to review this concern with relevant Production area.
2. Monitor production run on PIB production line and check for presence of holes in sheet.
3. Open and clean down the extruder to ensure regular feed to the Calendar process.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="17 May 2011"/>
--------	--	------	--

4) Implemented Perm Corrective Actions

1. Quality have reviewed this concern with relevant Production area. Production could consider isolating Jumbos that are similarly affected and retain such for in-house conversion.
2. Monitor production run on PIB production line and check for presence of holes in sheet. Done during week 19 and no holes were noted during production activity.
3. The extruder has been opened, stripped-down and cleaned to ensure regular feed to the Calendar process. This action has been done during mid- March 2011, since the affected material was produced.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="17 May 2011"/>
--------	--	------	--

Estimated Date	<input type="text" value="17 May 2011"/>	Implementation Date	<input type="text" value="17 May 2011"/>
----------------	--	---------------------	--

Validation Date	<input type="text" value="17 May 2011"/>
-----------------	--

5) Corrective Actions Validation

The extruder has been opened, stripped-down and cleaned to ensure regular feed to the Calendar process. This action has been done during mid- March 2011, since the affected material was produced.

No concerns noted at PIB logging for holes in sheet.

Author	Philip Ward	Date	17 May 2011
--------	-------------	------	-------------

6) Preventive Actions

1. The extruder has been opened, stripped-down and cleaned to ensure regular feed to the Calendar process. This action has been done during mid- March 2011, since the affected material was produced. This activity would apply to all PIB products run on the PIB production line.
2. Production could consider isolating Jumbos that are similarly affected and retain such for in-house conversion.

Author	Philip Ward	Date	17 May 2011
Estimated Date	17 May 2011	Implementation Date	17 May 2011
Validation Date	17 May 2011		

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