



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	s 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 Actio	ns						

II. EVALUATION AND ACTION

Sample/photo Received	No							
Date								
Process Owner	Lynn Cartwright							
Team Leader	pward							
Is Complaint Valid?	Yes	Return The Goods	No	Dispose The Goods	Yes			
Comments								
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								
	•			The concern relates to one j	umbo			
roll of 2517 that was suppli		oo roll consignment via S	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			ted material and arrange	suitable credit.				
Author	Philip Ward		Date	17 May 2011				
Adition	T Tillip Walu		Date	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.								
interrupted due to a momen	ntary blockage. The st	nape of the hole appears	s to support this.	•				
interrupted due to a momen	ntary blockage. The st	nape of the hole appears	s to support this.	•				
interrupted due to a momental This should be an isolated	ntary blockage. The slissue, and only a limite	nape of the hole appears	s to support this.	consignment.				
interrupted due to a momental This should be an isolated Author 3) Possible Solutions	ntary blockage. The sl issue, and only a limite Philip Ward	nape of the hole appears d amount of material wou	s to support this.	consignment.				
interrupted due to a momenth This should be an isolated Author 3) Possible Solutions 1. Quality to review this contained the should be an isolated an isolated an isolated an isolated an isolated at the should be a should	ntary blockage. The slissue, and only a limite Philip Ward oncern with relevant Presentation	nape of the hole appears d amount of material wou	to support this. uld be affected within the Date	consignment.				
interrupted due to a momental This should be an isolated. Author 3) Possible Solutions 1. Quality to review this conduction run	ntary blockage. The slissue, and only a limited Philip Ward oncern with relevant Proon PIB production line	nape of the hole appears d amount of material wou oduction area.	to support this. uld be affected within the Date of holes in sheet.	consignment.				
interrupted due to a momental This should be an isolated. Author 3) Possible Solutions 1. Quality to review this conduction run	ntary blockage. The slissue, and only a limited Philip Ward Description with relevant Property on PIB production lines the extruder to ensure results.	nape of the hole appears d amount of material wou oduction area. and check for presence of	to support this. uld be affected within the Date of holes in sheet. dar process.	consignment. 17 May 2011				
interrupted due to a momental This should be an isolated Author 3) Possible Solutions 1. Quality to review this conduction runhouse and clean down to the should be a momental to the should be an isolated by the should be a	ntary blockage. The slissue, and only a limited Philip Ward oncern with relevant Proon PIB production line	nape of the hole appears d amount of material wou oduction area. and check for presence of	to support this. uld be affected within the Date of holes in sheet.	consignment.				
interrupted due to a momental This should be an isolated Author 3) Possible Solutions 1. Quality to review this conduction runhouse and clean down to the should be a momental to the should be an isolated by the should be a	ntary blockage. The shissue, and only a limited Philip Ward Dencern with relevant Property on PIB production lines the extruder to ensure respectively.	nape of the hole appears d amount of material wou oduction area. and check for presence of egular feed to the Calend	to support this. uld be affected within the Date of holes in sheet. dar process.	consignment. 17 May 2011				
interrupted due to a momental This should be an isolated Author 3) Possible Solutions 1. Quality to review this conduction runholds. Open and clean down the Author	ntary blockage. The shissue, and only a limited Philip Ward procern with relevant Process on PIB production lines the extruder to ensure respective Philip Ward Corrective Action	nape of the hole appears d amount of material work oduction area. and check for presence of egular feed to the Calend	to support this. uld be affected within the Date of holes in sheet. dar process. Date	consignment. 17 May 2011 17 May 2011				
interrupted due to a momenth This should be an isolated Author 3) Possible Solutions 1. Quality to review this consum the Solution run 3. Open and clean down the Author 4) Implemented Perm	ntary blockage. The shissue, and only a limited Philip Ward Dencern with relevant Properties on PIB production lines the extruder to ensure republic Ward Corrective Action this concern with relevant this concern with relevant the structure of the extruder to ensure republic ward.	nape of the hole appears d amount of material wou oduction area. and check for presence of egular feed to the Calend	to support this. uld be affected within the Date of holes in sheet. dar process. Date	consignment. 17 May 2011 17 May 2011				
interrupted due to a momental This should be an isolated Author 3) Possible Solutions 1. Quality to review this consum and clean down to the Author 4) Implemented Permanental Permanen	ntary blockage. The shissue, and only a limited Philip Ward Philip Ward Concern with relevant Properties on PIB production line with the extruder to ensure in Philip Ward Corrective Action this concern with relevant such for in-house content on PIB production line and the production line with the production line and the production line a	nape of the hole appears d amount of material wou oduction area. and check for presence of egular feed to the Calend as ant Production area. Production.	to support this. uld be affected within the Date of holes in sheet. dar process. Date	consignment. 17 May 2011 17 May 2011				
interrupted due to a momental This should be an isolated Author 3) Possible Solutions 1. Quality to review this conduction runum and clean down to the Author 4) Implemented Permulation 1. Quality have reviewed a similarly affected and retain 2. Monitor production runum were noted during production runum were noted during production.	ntary blockage. The shissue, and only a limited philip Ward Dencer with relevant Properties on PIB production line where extruder to ensure resulting the extruder to ensure resulting the extra production with relevant such for in-house control on PIB production line and activity.	nape of the hole appears d amount of material would amount of material would be appeared to the Calendary and check for presence of the calendary and the calendary and the calendary and check for presence of the calendary and check for presence o	to support this. uld be affected within the Date of holes in sheet. dar process. Date duction could consider iso	consignment. 17 May 2011 17 May 2011 17 May 2011 blating Jumbos that are during week 19 and no holes				
Interrupted due to a moment This should be an isolated Author 3) Possible Solutions 1. Quality to review this conduction runce 3. Open and clean down to Author 4) Implemented Permonent Similarly affected and retain 2. Monitor production runce were noted during production 3. The extruder has been	ntary blockage. The slissue, and only a limited philip Ward Philip Ward procern with relevant Process on PIB production line and the extruder to ensure resulting the extra process on PIB production line and such for in-house control on PIB production line and activity. opened, stripped-down	nape of the hole appears d amount of material would amount of material would oduction area. and check for presence of the Calend area. Production area. Production area. Production. and check for presence of the calend and check for presence of the calend and cleaned to ensure response.	to support this. uld be affected within the Date Of holes in sheet. dar process. Date duction could consider iso of holes in sheet. Done of	consignment. 17 May 2011 17 May 2011 lating Jumbos that are				
interrupted due to a momental This should be an isolated Author 3) Possible Solutions 1. Quality to review this conduction runum and clean down to the Author 4) Implemented Permulation 1. Quality have reviewed a similarly affected and retain 2. Monitor production runum were noted during production runum were noted during production.	ntary blockage. The slissue, and only a limited philip Ward Philip Ward procern with relevant Process on PIB production line and the extruder to ensure resulting the extra process on PIB production line and such for in-house control on PIB production line and activity. opened, stripped-down	nape of the hole appears d amount of material would amount of material would oduction area. and check for presence of the Calend area. Production area. Production area. Production. and check for presence of the calend and check for presence of the calend and cleaned to ensure response.	to support this. uld be affected within the Date Of holes in sheet. dar process. Date duction could consider iso of holes in sheet. Done of	consignment. 17 May 2011 17 May 2011 17 May 2011 blating Jumbos that are during week 19 and no holes				
Interrupted due to a moment This should be an isolated Author 3) Possible Solutions 1. Quality to review this conduction runce 3. Open and clean down to Author 4) Implemented Permonent Similarly affected and retain 2. Monitor production runce were noted during production 3. The extruder has been	ntary blockage. The slissue, and only a limited philip Ward Philip Ward procern with relevant Process on PIB production line and the extruder to ensure resulting the extra process on PIB production line and such for in-house control on PIB production line and activity. opened, stripped-down	nape of the hole appears d amount of material would amount of material would oduction area. and check for presence of the Calend area. Production area. Production area. Production. and check for presence of the calend and check for presence of the calend and cleaned to ensure response.	to support this. uld be affected within the Date Of holes in sheet. dar process. Date duction could consider iso of holes in sheet. Done of	consignment. 17 May 2011 17 May 2011 17 May 2011 blating Jumbos that are during week 19 and no holes				
Interrupted due to a moment This should be an isolated Author 3) Possible Solutions 1. Quality to review this constant and the second of the	ntary blockage. The shissue, and only a limited philip Ward Philip Ward Philip Ward Philip Ward Philip Ward Corrective Action this concern with relevant production line and such for in-house content on PIB production line and activity. Opened, stripped-down arch 2011, since the affertissue is such for in-house content production line and activity.	nape of the hole appears d amount of material would amount of material would oduction area. and check for presence of the Calend area. Production area. Production area. Production. and check for presence of the calend and check for presence of the calend and cleaned to ensure response.	to support this. uld be affected within the Date Of holes in sheet. dar process. Date duction could consider iso of holes in sheet. Done of the could consider iso of holes in sheet.	consignment. 17 May 2011 17 May 2011 17 May 2011 blating Jumbos that are during week 19 and no holes lar process. This action has				

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							
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						

Date

8) Congratulate The Team

Reference