



N° De Réclamation: 100877

## Rapport 8D

Généré Par: Sylviane Carras

Généré Le: 06 Sep 2011

### I. COMPLAINT INFORMATION / IDENTIFICATION DE LA RECLAMATION

Date De La Réclamation	01 Aug 2011		
Nom correspondant commercial	Christian De Feraudy	Sales Office (Bureau Commercial)	Valence
Téléphone	+33 (0)2 38 46 02 27	No. Fax	-
Email	christian.deferaudy@scapa.com		
Référence réclamation client			
Nom Du Client	Profitec SAS		
Numero De Client SAP	109184	N° Commande Client	
Rfrence Article Client			

#### 1) Factures Et Articles Sur La Réclamation

(a) Numéro De Facture SAP	9200301994	Date De Facture	21 Jul 2011
- Matériel	113030	Lot	
Description Produit			
0485 Ambre 2mm x 12mm x 10m			

#### 2) Description Du Problème Identifié Par Le Client

2 rolls are deformed
Actions demandées au client

#### 3) Actions Conservatoires Sur Le Process

I set up a sample order to replace the 2 damaged rolls
--

## II. EVALUATION ET ACTIONS

Echantillons/Photos Reçus	<input type="text" value="No"/>		
Date	<input type="text"/>		
Responsable Processus	<input type="text" value="Sylviane Carras"/>		
Responsable Action	<input type="text" value="pward"/>		
Réclamation justifiée?	<input type="text" value="Yes"/>	Retour marchandise	<input type="text"/>
		Destruction marchandise	<input type="text"/>
Commentaires	<input type="text"/>		

### 1) Analyse

The customer is complaining in respect of Scapa 0485 amber 2mm x 12mm x 10m coils (item 113030) due to "2 rolls are deformed". The concern relates to 2 rolls supplied as part of Scapa sales order 564839/10 for 112 rolls (4 cartons) of item 113030. The affected batch is 3373 made on 12.05.2011.

The customer has provided photos of the two rolls affected, which appear to show the rolls having slight distortion. Even though the rolls appear to show some slight distortion, the adhesive bead should be useable. It is assumed the 2 rolls were rejected solely on basis of visual appearance.

Scapa Customer Care have raised free-of-charge sample order to replace the two affected rolls (566407/10).

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="03 Aug 2011"/>
--------	--	------	--

### 2) Causes

The coils in the photograph appear to be "first-off coils" from the start of manufacture, which have been packed in error.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="03 Aug 2011"/>
--------	--	------	--

### 3) Solutions Possibles

<input type="text"/>			
----------------------	--	--	--

Auteur	<input type="text"/>	Date	<input type="text"/>
--------	----------------------	------	----------------------

### 4) Mise En Place Actions Correctives Permanentes

1. Scapa Customer Care have raised sample order to replace the two affected rolls (566407/10).
2. Stock of 113030 at Scapa is to be checked. There is no current stock of this item available for checking.
3. The returned photographs have been shown to the production operators responsible for manufacture of the 0485 coils. The relevant operators were refreshed, as to not to pack coils of this quality in future.
4. "First-off" coils from the start of the manufacture are now immediately segregated, to prevent packing into cartons.

Auteur	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="03 Aug 2011"/>
--------	--	------	--

Date Estimée	<input type="text" value="01 Sep 2011"/>	Date De Mise En Place	<input type="text" value="01 Sep 2011"/>
--------------	--	-----------------------	--

Date De Validation	<input type="text" value="01 Sep 2011"/>
--------------------	--

## 5) Validation Des Actions Correctives

"First-off" coils from the start of the manufacture are now immediately segregated, to prevent packing into cartons.

Auteur	Philip Ward	Date	01 Sep 2011
--------	-------------	------	-------------

## 6) Actions Préventives

--	--	--	--

Auteur		Date	
Date Estimée		Date De Mise En Place	
Date De Validation			

## 7) Mise à Jour Documentation

### (a) MSR

Commenté?	No		
Référence		Date	

### (b) Révision logigrammes/plans de surveillance/instructions de fabrication et de contrôle

Commenté?	No		
Référence		Date	

### (c) Révision AMDEC

Commenté?	No		
Référence		Date	

### (d) Spécification client

Commenté?	No		
Référence		Date	

## 8) Félicitations à Toute L'équipe