



Complaint Number: 100223

Report 8D

Generated By: Seb Houle
Generated On: 20 Jun 2011

I. COMPLAINT INFORMATION

Origination Date	26 May 2011		
Sales Name	Rob Taylor	Sales Office	Ashton
Telephone		Fax Number	
Email	rob.taylor@scapa.com		
Customer Complaint Ref			
Customer Name	Bedford Industries Of Worthington		
SAP Customer Number	126786	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9700038881	Invoice Date	18 May 2011
- Material	154979	Batch	WIN0024331
Material Description			
UP5040 76#/5MIL REIN[A] 6IN X 1080FT			

2) Problem Description

Customer is experiencing issue of liner cracking.
Actions Requested From The Customer
Corrective action and root cause.

3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received	<div>Yes</div>		
Date	<div>17 Jun 2011</div>		
Process Owner	<div>Seb Houle</div>		
Team Leader	<div></div>		
Is Complaint Valid?	<div>No</div>	Return The Goods	<div></div> Dispose The Goods <div></div>

Comments

Close complaint as not justified, while there maybe some indication that the "new liner" is slightly weaker then the "old liner", it is consistent with all specifications. Furthermore, there is indication that the "new liner" may be under more tension then the "old liner". In addition, the "new liner" samples were thinner, then the "old liner", which would contribute to its weakness.

1) Analysis

R&D Chemist did analysis as summarized with the attached report. In Summary, it appears that tension is being placed on the liner which is resulting in it stretching. While the "old liner" appears to have a failure mode of delamination, the "new liner" appears to have a failure mode of breaking. (Although small) the difference between the shrinkage rate of the "old liner" and "new liner" are consistent with more tensioning on "new liner".

Additionally, the "old liner" and "new liner" were measured for tensile strength at 12in/min and the width was measured as well.

Tensile: "old liner" = ~16.75lbs
"new liner" = ~14.25lbs
Widths: "old liner" = 0.325in
"new liner" = 0.295in

Since Width (cross-sectional area) effects Tensile strength, correcting for width yields:

Tensile: "old liner" = ~51.5lbs/inch
"new liner" = ~48.3lbs/inch (difference: ~6.3%)

Some of this difference may also be due to the small sample size, both quantitatively and the physical width of the samples. Furthermore, review of our records hasn't indicated any raw or finished product that is out of specification.

Author	<div>Seb Houle</div>	Date	<div>20 Jun 2011</div>
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2) Root Causes

Author	<div></div>	Date	<div></div>

3) Possible Solutions

Author		Date	

4) Implemented Perm Corrective Actions

Author		Date	
Estimated Date		Implementation Date	
Validation Date			

5) Corrective Actions Validation

Author		Date	

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