Complaint Number: 100063

Report 8D

Generated By: Seb Houle
Generated On: 27 May 2011

I. COMPLAINT INFORMATION

Origination Date	04 May 2011		
Sales Name	David Estes	Sales Office	Windsor
Telephone		Fax Number	
Email	david.estes@scapa.com		
Customer Complaint Ref			
Customer Name	Richmond Aerovac		
SAP Customer Number	123109	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9700036785	Invoice Date	23 Mar 2011
- Material	156756	Batch	0000556924

Material Description
815 GREEN 1 X 72 YDS Richmond Core

2) Problem Description

telescoped rolls.

Actions Requested From The Customer

Credit for the 19 rolls that are telescoped and unusable.

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	Yes				
Date	17 May 2011				
Process Owner	Seb Houle				
Team Leader	Seb Houle				
Is Complaint Valid?	Yes	Return The Goods	TBD	Dispose The Goods	TBD

Comments

1) Analysis

Consulted with slitting supervisor and slitting operator. Indicated that material does not leave the facility in the telescoped conditions displayed in the sample photos, however material may develop telescoping over time, if material is under tension. These rolls were produced 01.March.2011, and the complaint date was 04.May.2011, so not much time had elapsed between slitting and the development of the issue.

Author	Seb Houle	Date	17 May 2011

2) Root Causes

The rolls in question were part of a production run of 540 rolls, with each set off the machine producing 54 rolls, therefore the production run consisted of 10 sets. Since the complaint was for 19 rolls, with varying degrees of telescoping, it appears possible that the tension at two points on the slitting machine was high, resulting in rolls that developed telescoping over time.

Author	Seb Houle	Date	17 May 2011

3) Possible Solutions

Add additional comments to work instructions, to draw attention to the tensioning issues on this product, as well, as discuss the problem (and solution) with both the slitting supervisor and slitting operator.

Author	Seb Houle	Date	17 May 2011

4) Implemented Perm Corrective Actions

Updated Slitting Specifications (for 1", 2", & 4") Richmond material. Slitting specification includes: ">>Customer complaint for telescoping rolls- Attributed to excessive tension during converting. Please watch tension across entire cross section during conversion."

Author	Seb Houle	Date	17 May 2011
Estimated Date		Implementation Date	17 May 2011
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