



Complaint Number: 101199

Report 8D

Generated By: Giuseppe Maffè

Generated On: 14 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	13 Sep 2011		
Sales Name	Ivo Hanusek	Sales Office	Mannheim
Telephone	+420 379 730838	Fax Number	
Email	ivo.hanusek@scapa.com		
Customer Complaint Ref			
Customer Name	AKUMA a.s.		
SAP Customer Number	109193	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200303699	Invoice Date	25 Aug 2011
- Material	146693	Batch	0000585603
Material Description			
1810A Black 25mm x 30m Scapa Auto			

2) Problem Description

Adhesive on the back of the rolls + the final customer is complaining that there is adhesive on harnesses (see joint pictures - the label is an old one but had the same issue)

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>				
Date	<input type="text" value="19 Sep 2011"/>				
Process Owner	<input type="text" value="Maurizio Bollea"/>				
Team Leader	<input type="text" value="Maurizio Bollea"/>				
Is Complaint Valid?	<input type="text" value="No"/>	Return The Goods	<input type="text" value="No"/>	Dispose The Goods	<input type="text" value="Yes"/>
Comments	<input type="text"/>				

1) Analysis

Update 11/10/2011: We confirm that the adhesive pass through the cloth.	
Author	<input type="text" value="Maurizio Bollea"/>
Date	<input type="text" value="22 Sep 2011"/>

2) Root Causes

The issue is related to the migration of the PVC plastcizer present in the wire. This is possible to evaluate on the IMDS sent by Akuma.	
Author	<input type="text" value="Maffè - Roncarolo"/>
Date	<input type="text" value="11 Oct 2011"/>

3) Possible Solutions

We will evaluate other products made by Scapa	
Author	<input type="text" value="Maffè"/>
Date	<input type="text" value="11 Oct 2011"/>

4) Implemented Perm Corrective Actions

<input type="text"/>	
Author	<input type="text"/>
Date	<input type="text"/>
Estimated Date	<input type="text"/>
Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>

5) Corrective Actions Validation

<input type="text"/>	
Author	<input type="text"/>
Date	<input type="text"/>

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