



Reklamations Nummer: 100347

Bericht 8D

Generiert Von: Wolfgang Rupp
Generiert: 07 Jul 2011

I. REKLAMATIONSDATEN

Kreiert	09 Jun 2011		
Verkäufer Name	Gerd Lehner	Verkaufs Büro	Mannheim
Telefon	+49 8382 946293	Faxnummer	+49 8382 946185
Email	gerd.lehner@scapa.com		
Kunden reklations ref			
Kundenname	D. Wörz GmbH		
SAP Kundennummer	110712	Kunden Bestellnummer	
Teile Nr Des Kunden			

1) Rechnungen Und Artikel Dieser Reklamation

(a) SAP Rechnungsnummer	9350061761	Rechnungsdatum	25 May 2011
- Material	118198	Batch	0000586147
Materialbeschreibung			
D160 Transp. 1460mm x 50m 7900			

2) Problembeschreibung

adhesive transfer and tearing of the silicon paper during unwinding.

Aktion vom Kunde gefordert

3) Sofort Maßnahmen Am Process

II. AUSWERTUNG UND AKTIONEN

Muster/Photo Erhalten	<input type="text" value="No"/>				
Datum	<input type="text"/>				
Prozess Besitzer	<input type="text" value="Seb Houle"/>				
Team Leiter	<input type="text"/>				
Ist Reklamation berechtigt ?	<input type="text" value="No"/>	Material retournieren	<input type="text"/>	Material vernichten	<input type="text"/>
Bemerkungen	<input type="text"/>				

1) Analyse

Material in question is from Jumbos: WIN0014057 & WIN0019784. Firstly, as a result of the original problem description, this material was analyzed for unwinding and tearing issues. And no issue was found, however it was subsequently confirmed that the customer's issue was actually related to the visual appearance of the material (as seen in the attached pictures).

Subsequently, analysis of this material shifted to examination of the visual appearance of the material. As a result, the sample material and retains of several lots were laminated to PET to determine the difference (if any) between the materials. In addition, R&D and Engineering was consulted.

The visual appearance of the material is consistent across all material produced, this appearance is consistent with what the customer shows in their pictures. And in the future the same appearance can be expected of this material. Since this is the first time the customer has purchased this material, it is likely that the material didn't meet their expectations. Since the material is within specification for physical performance and within expected variation for visual appearance, this complaint is being marked, not justified.

Autor	<input type="text" value="Seb Houle"/>	Datum	<input type="text" value="05 Jul 2011"/>
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2) Ursache

<input type="text"/>			
Autor	<input type="text"/>	Datum	<input type="text"/>

3) Mögliche Lösungen

<input type="text"/>			
Autor	<input type="text"/>	Datum	<input type="text"/>

4) Einführung Der Korrektur-Massnahmen

<input type="text"/>			
Autor	<input type="text"/>	Datum	<input type="text"/>
Geschtztes Planungsdatum	<input type="text"/>	Implementierungs Datum	<input type="text"/>
Validierungsdatum	<input type="text"/>		

5) Korrekturmaßnahmen Validierung

Autor		Datum	

6) Vorbeugende Massnahmen

Autor		Datum	
Geschätztes Planungsdatum		Implementierungs Datum	
Validierungsdatum			

7) Überprüfung Der Dokumentation

(a) MSR

Zutreffend?	No		
Referenz		Datum	

(b) Flussdiagramm, Arbeitsanweisungen

Zutreffend?	No		
Referenz		Datum	

(c) FMEA

Zutreffend?	No		
Referenz		Datum	

(d) Kunde Spezifikation

Zutreffend?	No		
Referenz		Datum	

8) Gratuliere Dem Team