



Complaint Number: 100423

Report 8D

Generated By: Chris Bryson
Generated On: 15 Jun 2011

I. COMPLAINT INFORMATION

| | | | |
|------------------------|---------------------------|-------------------|---------|
| Origination Date | 10 Jun 2011 | | |
| Sales Name | Chris Martin | Sales Office | Windsor |
| Telephone | +1 803 749 1130 | Fax Number | - |
| Email | Chris.Martin@scapa.com | | |
| Customer Complaint Ref | | | |
| Customer Name | Corning Cable Systems Tcp | | |
| SAP Customer Number | 126965 | Customer Order N° | |
| Customer Part Number | | | |

1) Invoices And Items On Complaint

2) Problem Description

Material was damaged in transit.

This is consignment material so there is no invoice associated with it. The material being returned to us will be deducted from there on hand inventory , inspected and shipped back to them.

The following is what is being returned to us.

164212 (3 boxes) 334,800m or 8370 m2

164213 (1 box) 93,600m or 2808 m2

164214 (3 boxes) 241,200m or 8442 m2

164216 (1 box) 61,200m or 2754 m2

Actions Requested From The Customer

We are shrink wrapping the top layer to the bottom layer temporarily to eliminate this issue until we fully implement a new packing procedure for both Corning locations which does not use any cardboard packaging.

3) Containment Actions

The damaged material is being returned to Renfrew for rework. There is no other affected material either at Renfrew or at Corning.

II. EVALUATION AND ACTION

| | | | | | |
|-----------------------|---|------------------|----------------------------------|-------------------|---------------------------------|
| Sample/photo Received | <input type="text" value="Yes"/> | | | | |
| Date | <input type="text" value="10 Jun 2011"/> | | | | |
| Process Owner | <input type="text" value="Chris Bryson"/> | | | | |
| Team Leader | <input type="text" value="jcbryson"/> | | | | |
| Is Complaint Valid? | <input type="text" value="Yes"/> | Return The Goods | <input type="text" value="Yes"/> | Dispose The Goods | <input type="text" value="No"/> |
| Comments | <div></div> | | | | |

1) Analysis

Unsecured top layer of material shifted during transport and crushed the edges of the top roll of the bottom layer of material.

| | | | |
|--------|---|------|--|
| Author | <input type="text" value="Chris Bryson"/> | Date | <input type="text" value="14 Jun 2011"/> |
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2) Root Causes

The top skid not secured to the lower skid has made it possible for the top skid to shift during transport and crush the bottom layer.

| | | | |
|--------|---|------|--|
| Author | <input type="text" value="Chris Bryson"/> | Date | <input type="text" value="14 Jun 2011"/> |
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3) Possible Solutions

Change packaging.

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

4) Implemented Perm Corrective Actions

As an iterim corrective action we are correcting this problem by shrinkwrapping the top layer to the bottom layer.

| | | | |
|-----------------|---|---------------------|--|
| Author | <input type="text" value="Chris Bryson"/> | Date | <input type="text" value="14 Jun 2011"/> |
| Estimated Date | <input type="text" value="15 Jul 2011"/> | Implementation Date | <input type="text" value="14 Jun 2011"/> |
| Validation Date | <input type="text"/> | | |

5) Corrective Actions Validation

As a permanent corrective action we are eliminating the cardboard packaging. Rolls will be stacked in towers and shrunk wrapped to the pallet. Samples of the new packaging have been approved by Corning.

The implementation date of this change will occur by July 15 ,2011.

| | | | |
|--------|---|------|--|
| Author | <input type="text" value="Chris Bryson"/> | Date | <input type="text" value="15 Jun 2011"/> |
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6) Preventive Actions

New packaging proposal has been approved by Corning.

| | | | |
|-----------------|--------------|---------------------|-------------|
| Author | chris bryson | Date | 15 Jun 2011 |
| Estimated Date | | Implementation Date | 18 Jul 2011 |
| Validation Date | | | |

7) Review Of Documentation

(a) MSR

| | | | |
|-----------|----|------|--|
| Reviewed? | No | | |
| Reference | | Date | |

(b) Flow chart, control plan, work inspection instructions

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|-----------|----|------|--|
| Reviewed? | No | | |
| Reference | | Date | |

(c) FMEA

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|-----------|----|------|--|
| Reviewed? | No | | |
| Reference | | Date | |

(d) Customer specification

| | | | |
|-----------|----|------|--|
| Reviewed? | No | | |
| Reference | | Date | |

8) Congratulate The Team