



Complaint Number: 100721

## Report 8D

Generated By: Kerry Sykes

Generated On: 23 Aug 2011

### I. COMPLAINT INFORMATION

Origination Date	12 Jul 2011		
Sales Name	Andrew Sampson	Sales Office	Ashton
Telephone	+44 (0)161 301 7400	Fax Number	+44 (0)161 301 7445
Email	andrew.sampson@scapa.com		
Customer Complaint Ref			
Customer Name	Flowstrip Limited		
SAP Customer Number	100009	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100245534	Invoice Date	08 Jul 2011
- Material	114749	Batch	
Material Description			
3302 Black 1220mm x 50m Plain.Log Box			

#### 2) Problem Description

Problems encountered with the following:

3302 Black  
1220mm x 50m  
Qty 7 logs  
Order 14837  
Delivery note 81052824

Inconsistent/patchy adhesive and delamination are evident – see attached photos. As a result, we are rejecting all 7 logs, and urgently require suitable replacements.

Please advise on availability of replacement material and when this material will be collected?

Replacement is on the system - 563578

13.07.2011 - Customer has now cancelled replacement as they have lost the order

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<div>No</div>				
Date	<div></div>				
Process Owner	<div>Paul Barrow</div>				
Team Leader	<div>pbarrow</div>				
Is Complaint Valid?	<div>Yes</div>	Return The Goods	<div>Yes</div>	Dispose The Goods	<div>No</div>
Comments	<div></div>				

1) Analysis

The customer is complaining in respect of Scapa 3302 Black 1220mm x 50m logs (item 114749) due to "Inconsistent/patchy adhesive and delamination".

Photos provided from the customer show adhesive offset on the coils subsequently made from the logs supplied.

Can Scapa Customer Care please: (1) arrange collection of the affected logs; and (2) ask customer to kindly send samples of affected coils as per photos to Scapa Manchester, can samples be marked FaO P. Ward and reference C100721.

The goods will need assessment following return to Scapa.

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The good were returned to Scapa Ashton and were received on 22/07/2011 (GR01888). A crate containing 6 logs and two cartons of coils slit to 19mm by the customer was received.

A selection of coils were tested for adhesive coat weight. All were found to be OK.

Adhesion and coil unwind force tests were done and were found to be satisfactory.

A random selection of the 19mm coils were taken and pulled down manually and checked for adhesive offset. The pull-downs comprised both soft and aggressive unwind. No adhesive offset was noted at any point. Face-to-face keying of the adhesive was also assessed during the pull-down activity, with no anchorage failure or adhesive offset being observed.

A log was selected and coils were cut at Scapa to 25mm. These coils were pulled down manually and checked for adhesive offset. No adhesive offset was noted at any point. Face-to-face keying of the adhesive was also assessed during the pull-down activity, with no anchorage failure or adhesive offset being observed.

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Therefore, unfortunately, Scapa can not replicate the problem as observed by the customer.

Author	<div>Philip Ward</div>	Date	<div>13 Jul 2011</div>
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2) Root Causes

Interim statement: To be established following checking of affected coils and logs.

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Update 28/07/2011:

After testing of returned material, Scapa can not replicate the problem as observed by the customer.

Author	<div>Philip Ward</div>	Date	<div>13 Jul 2011</div>
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3) Possible Solutions

Author	<div></div>	Date	<div></div>
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#### 4) Implemented Perm Corrective Actions

Interim statement: To be established following checking of affected coils and logs.

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Update 28/07/2011:

After testing of returned material, Scapa can not replicate the problem as observed by the customer.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="13 Jul 2011"/>
Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
Validation Date	<input type="text"/>		

#### 5) Corrective Actions Validation

Interim statement: To be established following checking of affected coils and logs.

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Update 28/07/2011:

After testing of returned material, Scapa can not replicate the problem as observed by the customer.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="13 Jul 2011"/>
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#### 6) Preventive Actions

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

#### 7) Review Of Documentation

(a) MSR

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

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

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

(c) FMEA

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

(d) Customer specification

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

8) Congratulate The Team