



Complaint Number: 100145

Report 8D

Generated By: Karim Fekih

Generated On: 03 Aug 2011

I. COMPLAINT INFORMATION

Origination Date	18 May 2011		
Sales Name	Mark Matyas	Sales Office	Windsor
Telephone	-	Fax Number	-
Email	Mark.Matyas@scapa.com		
Customer Complaint Ref			
Customer Name	Great Lakes Tape Corporation		
SAP Customer Number	122163	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9700034932	Invoice Date	01 Feb 2011
- Material	165331	Batch	
Material Description			
136 TR 50INX60YD MIC 9			

2) Problem Description

Extremely difficult unwind on material. Takes 2 people to pull material off roll. Customer converts material and adds perforations, ease of removal from roll is important in their customer's process.

Their customer is charging them a \$250.00 non-conformance fee, and there will be sorting charges passed on as well.

Actions Requested From The Customer

Customer requesting credit for suspect material, \$250 non-conformance fee from their customer, and sorting charges from their customer.

Customer requesting return approval for 69 logs of material at \$5313.00 USD

3) Containment Actions

Representative samples of defect have been requested as well as lot information and exact qty of material affected. Customer sent back sample rolls of 3.75"x60yds.

Inventory verification was conducted and no suspect material was identified.

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>				
Date	<input type="text"/>				
Process Owner	<input type="text" value="Theresa Benoit"/>				
Team Leader	<input type="text"/>				
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	<input type="text"/>				

1) Analysis

Samples from the customer show a brownish tint to the adhesive, this is indicative of potential thermal degradation in the adhesive film.

Held conference call with customer to discuss issue and propose taking the material back for sorting., Customer has ove 70 logs of material in stock.

Our evaluation of the samples against a control, clearly showed the degraded adhesive had a very high unwind.

Customer elected to keep the material and work through it...there will be no material returned at this stage.

Update as of June 15, 2011.

Customer called back and changed there mind they want to return the questionable material for review, since this was our original position and offer we will be taking the material back for review and evaluation.

Author	<input type="text" value="Karim Fekih"/>	Date	<input type="text" value="09 Jun 2011"/>
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2) Root Causes

Adhesive appearance is brownish, indicative of a possible thermal degradation due to over mixing in compounding.

Author	<input type="text" value="Karim Fekih"/>	Date	<input type="text" value="09 Jun 2011"/>
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3) Possible Solutions

Review adhesive mixing procedure and ensure mixing time are updated

Author	<input type="text" value="Karim Fekih"/>	Date	<input type="text" value="09 Jun 2011"/>
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4) Implemented Perm Corrective Actions

Ensure operators are following the mixing instructions. No over mixing of batches, Cell leader is addressing with operators to raise awareness and ensure re-enforcement of importance to adhere to the proper mixing times.

Author	<input type="text" value="Karim Fekih"/>	Date	<input type="text" value="16 Jun 2011"/>
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Estimated Date	<input type="text" value="16 Jun 2011"/>	Implementation Date	<input type="text"/>
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Validation Date	<input type="text" value="16 Jul 2011"/>
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5) Corrective Actions Validation

Audited compounding process and ensure that the mixing times are respected.

Replacement order run on 6/16 run was supervised in compounding/ coating and slitting and no issues noted with color of adhesive or adhesion properties.

Author	Karim Fekih	Date	17 Jun 2011
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6) Preventive Actions

Schedule monthly compounding process audits.

Author	Karim Fekih	Date	17 Jun 2011
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Estimated Date		Implementation Date	15 Aug 2011
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Validation Date	
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7) Review Of Documentation

(a) MSR

Reviewed?	No
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Reference		Date	
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(b) Flow chart, control plan, work inspection instructions

Reviewed?	No
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Reference		Date	
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(c) FMEA

Reviewed?	No
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Reference		Date	
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(d) Customer specification

Reviewed?	No
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Reference		Date	
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8) Congratulate The Team