



Complaint Number: 101441

## Report 8D

Generated By: Celine Mandon  
Generated On: 17 Nov 2011

### I. COMPLAINT INFORMATION

|                        |                                 |                   |                   |
|------------------------|---------------------------------|-------------------|-------------------|
| Origination Date       | 29 Sep 2011                     |                   |                   |
| Sales Name             | Jean-Philippe Dupont-Automotive | Sales Office      | Valence           |
| Telephone              | +33 4 75 44 80 00               | Fax Number        | +33 4 75 44 80 55 |
| Email                  | jean-philippe.dupont@scapa.com  |                   |                   |
| Customer Complaint Ref |                                 |                   |                   |
| Customer Name          | Cofat Tunis                     |                   |                   |
| SAP Customer Number    | 115568                          | Customer Order N° |                   |
| Customer Part Number   |                                 |                   |                   |

#### 1) Invoices And Items On Complaint

|  |            |              |             |
|--|------------|--------------|-------------|
| (a) SAP Invoice Number                   | 9200301733 | Invoice Date | 19 Jul 2011 |
| - Material                               | 103017     | Batch        |             |
| Material Description                     |            |              |             |
| 2702 Noir 15mm x 33m Scapa TowerPac Auto |            |              |             |

#### 2) Problem Description

|             |
|-------------|
| Telescoping |
| batches:    |
| 0615178044  |
| 0615177944  |
| 0615178020  |
| 0615178120  |

Actions Requested From The Customer

3) Containment Actions

|  |
|--|
|  |
|--|

## II. EVALUATION AND ACTION

|                       |  |                  |                                 |                   |                                  |
|-----------------------|--|------------------|---------------------------------|-------------------|----------------------------------|
| Sample/photo Received | <input type="text" value="No"/>            |                  |                                 |                   |                                  |
| Date                  | <input type="text"/>                       |                  |                                 |                   |                                  |
| Process Owner         | <input type="text" value="Celine Mandon"/> |                  |                                 |                   |                                  |
| Team Leader           | <input type="text" value="sroncarolo"/>    |                  |                                 |                   |                                  |
| Is Complaint Valid?   | <input type="text" value="Yes"/>           | Return The Goods | <input type="text" value="No"/> | Dispose The Goods | <input type="text" value="Yes"/> |
| Comments              | <input type="text" value="Meg,"/>          |                  |                                 |                   |                                  |

### 1) Analysis

The rolls on the pictures are telescoped.

|        |  |      |  |
|--------|--|------|--|
| Author | <input type="text" value="Stefano Roncarolo"/> | Date | <input type="text" value="04 Oct 2011"/> |
|--------|--|------|--|

### 2) Root Causes

This issue could happen spotly due to the interaction between PVC film and adhesive. From technical point of view the product is ok (adhesion) but we know there are some difficult to use. Telescoping is the result of the interaction of several causes related to the elastic memory of the calendered soft pvc. Scapa is already using the best of the known self-adhesive tapes technology to avoid this undesired effect. The defect is not detectable on logs and the 100% of control on produced rolls is not possible, due also to negative cost effects. - A very small percentage of rolls, under stressed environmental conditions (e.g. during transport, stocking etc) can telescope.

|        |  |      |  |
|--------|--|------|--|
| Author | <input type="text" value="Stefano Roncarolo"/> | Date | <input type="text" value="04 Oct 2011"/> |
|--------|--|------|--|

### 3) Possible Solutions

Corrective action in place since 2003: Check of 100 % batches of produced adhesive - Statistic test of accelerate simulation of environmental stress on 100% of produced pvc tapes batches. Curing process after pvc/adhesive coating. The target of the process is to reduce the elastic memory of the pvc and create the adhesive cross-link.

|        |  |      |  |
|--------|--|------|--|
| Author | <input type="text" value="Stefano Roncarolo"/> | Date | <input type="text" value="04 Oct 2011"/> |
|--------|--|------|--|

### 4) Implemented Perm Corrective Actions

Corrective action in place since 2003: Check of 100 % batches of produced adhesive - Statistic test of accelerate simulation of environmental stress on 100% of produced pvc tapes batches. Curing process after pvc/adhesive coating. The target of the process is to reduce the elastic memory of the pvc and create the adhesive cross-link.

|        |  |      |  |
|--------|--|------|--|
| Author | <input type="text" value="Stefano Roncarolo"/> | Date | <input type="text" value="04 Oct 2011"/> |
|--------|--|------|--|

|                |  |                     |  |
|----------------|--|---------------------|--|
| Estimated Date | <input type="text" value="04 Oct 2011"/> | Implementation Date | <input type="text" value="04 Oct 2011"/> |
|----------------|--|---------------------|--|

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

## 5) Corrective Actions Validation

|        |  |      |  |
|--------|--|------|--|
|        |  |      |  |
| Author |  | Date |  |

## 6) Preventive Actions

|  |                   |                     |             |
|--|-------------------|---------------------|-------------|
| The curing process can prevent the telescoping effect but Scapa cannot guarantee 100% of rolls free from this effect, due to the external factors that can generate it, e.g. long exposure at temperature 40°C (container on ship, harbour warehouses, customer warehouses etc). |                   |                     |             |
| Author   | Stefano Roncarolo | Date                | 04 Oct 2011 |
| Estimated Date   | 04 Oct 2011       | Implementation Date | 04 Oct 2011 |
| 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