



Reklamations Nummer: 101213

Bericht 8D

Generiert Von: Wolfgang Rupp
Generiert: 24 Oct 2011

I. REKLAMATIONSDATEN

Kreiert	14 Sep 2011		
Verkäufer Name	Thomas Drews	Verkaufs Büro	Mannheim
Telefon		Faxnummer	
Email	thomas.drews@scapa.com		
Kunden reklamations ref			
Kundenname	FFT Handelsgesellschaft		
SAP Kundennummer	110855	Kunden Bestellnummer	
Teile Nr Des Kunden			

1) Rechnungen Und Artikel Dieser Reklamation

(a) SAP Rechnungsnummer	9350063345	Rechnungsdatum	30 Aug 2011
- Material	138652	Batch	15587-1
Materialbeschreibung			
3159 Silber 1220mm x 1400m Neutral			

2) Problembeschreibung

Jumbo has stripes and wrinkles....
the same problem as complaint 100903!!!!

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="Wolfgang Rupp"/>				
Team Leiter	<input type="text" value="pbarrow"/>				
Ist Reklamation berechtigt ?	<input type="text" value="Yes"/>	Material retournieren	<input type="text"/>	Material vernichten	<input type="text"/>
Bemerkungen	<input type="text"/>				

1) Analyse

It appears that the customer has undergone some form of delamination with this product.

As seen from this photograph the material has ripped out when they have been trying to convert.

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2) Ursache

The root cause has not been fully determined. But could be attributed to either an issues with a stoppage during production or a raw material issue.

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3) Mögliche Lösungen

Review the resin feed start up / shut down procedure.
Investigate film supply and QC records

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4) Einführung Der Korrektur-Massnahmen

Review of records, indicates there was an issue with the shut down and start up of the resin feeders. The resin feeders over supplied and created a high tack area in the jumbo.

The resin feeder system has been reviewed and programed to eliminate operator intervention.

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Geschtztes Plannungsdatum	<input type="text" value="21 Oct 2011"/>	Implementierungs Datum	<input type="text" value="21 Oct 2011"/>
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Validierungsdatum	<input type="text" value="21 Oct 2011"/>
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5) Korrekturmaßnahmen Validierung

Review of records, indicates there was an issue with the shut down and start up of the resin feeders. The resin feeders over supplied and created a high tack area in the jumbo.

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Monitor situation with check sheets

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6) Vorbeugende Massnahmen

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Monitor situation with check sheets

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Validierungsdatum	21 Oct 2011		

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