



Complaint Number: 101589

Report 8D

Generated By: Paola Crepaldi
Generated On: 14 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	14 Oct 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	DELPHI Automotive System Ltd. Sti		
SAP Customer Number	126493	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9301107695	Invoice Date	21 Sep 2011
- Material	103078	Batch	0915261514
Material Description			
2702 Black 19mm x 33m Scapa Towerpack			

2) Problem Description

Low adhesiveness and telescoping.

Actions Requested From The Customer

To check processes and stock 100% and ship the next delivery with an additional label written "Parts are OK for Z309" all on the boxes.

Replacement of non conform quantity as samples free of charge.

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="Stefano Roncarolo"/>				
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"/>				

1) Analysis

Telescoping			
Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="14 Oct 2011"/>

2) Root Causes

<p>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.</p>			
Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="14 Oct 2011"/>

3) Possible Solutions

<p>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.</p>			
Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="14 Oct 2011"/>

4) Implemented Perm Corrective Actions

<p>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).</p>			
Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="14 Oct 2011"/>
Estimated Date	<input type="text" value="14 Oct 2011"/>	Implementation Date	<input type="text" value="14 Oct 2011"/>
Validation Date	<input type="text" value="14 Oct 2011"/>		

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).			
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Estimated Date	14 Oct 2011	Implementation Date	14 Oct 2011
Validation Date	14 Oct 2011		

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