



Complaint Number: 101367

## Report 8D

Generated By: Anna Vaudano

Generated On: 26 Sep 2011

### I. COMPLAINT INFORMATION

Origination Date	23 Sep 2011		
Sales Name	Igor Nuncic	Sales Office	
Telephone	+386 34915270	Fax Number	+386 34915271
Email	igor.nuncic@scapa.com		
Customer Complaint Ref	SPQRDEVA20110087-40021711		
Customer Name	SEWS Romania SRL		
SAP Customer Number	115938	Customer Order N°	F-NA-3371
Customer Part Number	40021711		

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200300762	Invoice Date	06 Jul 2011
- Material	103078	Batch	0715206031
Material Description			
2702 Black 19mm x 33m Scapa Towerpa Auto			

#### 2) Problem Description

The tapes are stuck together
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="Anna Vaudano"/>				
Team Leader	<input type="text" value="cmutti"/>				
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

Tapes stuck together. starting of telescoping

Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text"/>
--------	--	------	----------------------

### 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="26 Sep 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="26 Sep 2011"/>
--------	--	------	--

### 4) Implemented Perm Corrective 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	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="26 Sep 2011"/>
--------	--	------	--

Estimated Date	<input type="text" value="26 Sep 2011"/>	Implementation Date	<input type="text" value="27 Sep 2011"/>
----------------	--	---------------------	--

Validation Date	<input type="text" value="27 Sep 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).

Author	Stefano Roncarolo	Date	26 Sep 2011
Estimated Date	26 Sep 2011	Implementation Date	27 Sep 2011
Validation Date	27 Sep 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