



Complaint Number: 100525

Report 8D

Generated By: Cynthia Craig
Generated On: 30 Jun 2011

I. COMPLAINT INFORMATION

Origination Date	21 Jun 2011		
Sales Name	Andre Chartrain	Sales Office	Windsor
Telephone	+1 514 695 3915	Fax Number	+1 613 432 9434
Email	Andre.Chartrain@scapa.com		
Customer Complaint Ref			
Customer Name	ALL TAPE		
SAP Customer Number	126726	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9600031326	Invoice Date	31 May 2011
- Material	153184	Batch	0000580363
Material Description			
174 NT 48MMX33M SCAPA MIC (S3) 24			

2) Problem Description

Product is gappy with low adhesion - customer sent 2 rolls to Renfrew for evaluation - requests credit for the other 22 rolls for a total of 24 rolls - all gappy.

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received

Yes

Date

22 Jun 2011

Process Owner

Krystyna DeVries

Team Leader

kdevries

Is Complaint Valid?

Yes

Return The Goods

No

Dispose The Goods

Yes

Comments

1) Analysis

2 rolls of #174 were returned by the customer. Upon examination of the rolls, it was noted that the rolls were gappy, wrinkled and areas of the cloth were not coated even such that the weave of the cloth was exposed. Adhesion to stainless steel and coat weight testing was also completed on the returned rolls. The results indicate that the material is within specification. However, the appearance of the rolls is unacceptable. The customer's complaint is valid.

Author

Krystyna DeVries

Date

29 Jun 2011

2) Root Causes

Improper coating of adhesive during calendering. This material should have been removed during converting.

Author

Krystyna DeVries

Date

29 Jun 2011

3) Possible Solutions

Author

Date

4) Implemented Perm Corrective Actions

Both the converting and calenderin work cells leaders have been informed of the issue to review the proper proceeedures with the production staff.

Author

Krystyna DeVries

Date

29 Jun 2011

Estimated Date

29 Jun 2011

Implementation Date

29 Jun 2011

Validation Date

29 Jun 2011

5) Corrective Actions Validation

Future shipments will be monitored to ensure that defective material is being properly removed from the production line prior to packaging.

Author

Krystyna DeVries

Date

29 Jun 2011

6) Preventive Actions

Author		Date	
Estimated Date		Implementation Date	
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