



Complaint Number: 100621

## Report 8D

Generated By: Seb Houle  
Generated On: 06 Jul 2011

### I. COMPLAINT INFORMATION

Origination Date	27 Jun 2011		
Sales Name	Jeff Gorman	Sales Office	Windsor
Telephone	NULL	Fax Number	NULL
Email	amy.stack@scapa.com		
Customer Complaint Ref			
Customer Name	Valley Industrial		
SAP Customer Number	128100	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9700035523	Invoice Date	17 Feb 2011
- Material	165332	Batch	WIN0015538
Material Description U873 RW .5IN X 108FT (72 ROLLS/BOX)			
(b) SAP Invoice Number	9700035719	Invoice Date	23 Feb 2011
- Material	165332	Batch	WIN0015538
Material Description U873 RW .5IN X 108FT (72 ROLLS/BOX)			

#### 2) Problem Description

Despite your assurances that the adhesive was identical to the T002, our customers have found the U873 to be unusable. The main complaint is that it is too tacky, gums up the dispenser guns as well as the material they are trying to work with.

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Disposal of 125 cs approved by Mike Muchin:

Let's credit the 125 cases of U873 and ask Valley to dispose of it.

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<div>No</div>				
Date	<div></div>				
Process Owner	<div>Seb Houle</div>				
Team Leader	<div>shoule</div>				
Is Complaint Valid?	<div>Yes</div>	Return The Goods	<div>No</div>	Dispose The Goods	<div>Yes</div>
Comments	<div></div>				

1) Analysis

U873 is not identical to T002, information presented to the customer was likely a result of miscommunication. Disposal of material by customer has already been approved by Mike Muchin.

Author	<div>Seb Houle</div>	Date	<div>30 Jun 2011</div>
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2) Root Causes

Miscommunication to the customer indicated that the material was similar (and/or equivalent to T002), this in turns to have been a misunderstanding, in believing that U873 was similar (and/or equivalent to TD200). However, U873 is substantially similar to neither of these, it is most similar to UP2040RW (with a thinner liner).

Author	<div>Seb Houle</div>	Date	<div>06 Jul 2011</div>
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3) Possible Solutions

Author	<div></div>	Date	<div></div>
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4) Implemented Perm Corrective Actions

Sent out notice to Sales individual to clarify the equivalency (or lack thereof) of the several materials. Additionally, production of U873 is not likely to continue, thereby eliminating the ability to confuse the material.

Author	<div>Seb Houle</div>	Date	<div>06 Jul 2011</div>
Estimated Date	<div></div>	Implementation Date	<div></div>
Validation Date	<div></div>		

5) Corrective Actions Validation

Author	<div></div>	Date	<div></div>
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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