



Complaint Number: 100085

## Report 8D

Generated By: Seb Houle  
Generated On: 09 Jun 2011

### I. COMPLAINT INFORMATION

Origination Date	13 May 2011		
Sales Name	Kevin Jewell	Sales Office	Windsor
Telephone	-	Fax Number	-
Email	Dan.Murphy@scapa.com		
Customer Complaint Ref			
Customer Name	Bron Tapes Nevada		
SAP Customer Number	126844	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

(a) SAP Invoice Number	9700037626	Invoice Date	13 Apr 2011
- Material	155681	Batch	0000350031
Material Description			
S1097W 51IN X 300FT			

#### 2) Problem Description

Brons customer cut into 1 log and found that the log appears to have a "laking" issue.

##### Actions Requested From The Customer

The customer requests to return the logs for credit.

#### 3) Containment Actions

## II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>				
Date	<input type="text" value="17 May 2011"/>				
Process Owner	<input type="text" value="Seb Houle"/>				
Team Leader	<input type="text" value="SHoule"/>				
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text" value="Yes"/>	Dispose The Goods	<input type="text" value="No"/>
Comments	<input type="text"/>				

### 1) Analysis

Material displays laking as described in the complaints description.

Author	<input type="text" value="Seb Houle"/>	Date	<input type="text" value="02 Jun 2011"/>
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### 2) Root Causes

Material displays laking, material had been produced prior to order being made, and therefore had been sitting.

Author	<input type="text" value="Seb Houle"/>	Date	<input type="text" value="02 Jun 2011"/>
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### 3) Possible Solutions

Inspect any existing inventory for "laking" prior to shipment of material. And if any laking is displayed then rewind the material to remove the laking.

Author	<input type="text" value="Seb Houle"/>	Date	<input type="text" value="09 Jun 2011"/>
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### 4) Implemented Perm Corrective Actions

Inspect any existing inventory for "laking" prior to shipment of material. And if any laking is displayed then rewind the material to remove the laking.

Author	<input type="text" value="Seb Houle"/>	Date	<input type="text" value="09 Jun 2011"/>
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Estimated Date	<input type="text" value="09 Jun 2011"/>	Implementation Date	<input type="text" value="09 Jun 2011"/>
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Validation Date	<input type="text"/>
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### 5) Corrective Actions Validation

Author	<input type="text"/>	Date	<input type="text"/>
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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