



Complaint Number: 100133

## Report 8D

Generated By: Cora Evano  
Generated On: 29 Jul 2011

### I. COMPLAINT INFORMATION

Origination Date	17 May 2011		
Sales Name	Ben Parker	Sales Office	Windsor
Telephone	909-203-2167	Fax Number	NULL
Email	Ben.Parker@scapa.com		
Customer Complaint Ref			
Customer Name	Masimo		
SAP Customer Number	126666	Customer Order N°	
Customer Part Number			

#### 1) Invoices And Items On Complaint

#### 2) Problem Description

Per customer: "Tape has some holes in the surface and it cause the glue trespassing between these perforations, the fixture begins to keep glue residues"

#### Actions Requested From The Customer

SCAR response

#### 3) Containment Actions

Blocked all the batches that we currently have in the warehouse for further investigations

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Cora Evano"/>		
Team Leader	<input type="text"/>		
Is Complaint Valid?	<input type="text" value="Yes"/>	Return The Goods	<input type="text"/>
		Dispose The Goods	<input type="text"/>
Comments	<input type="text"/>		

1) Analysis

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

2) Root Causes

The 1527ENP raw material is perforated causing the adhesive to ooze out through the tiny holes during the customer's assembly process. Current control at receiving inspection does not check for perforation because it is hard to detect with just the naked eye.			
Author	<input type="text" value="Cora Evano"/>	Date	<input type="text" value="30 Jun 2011"/>

3) Possible Solutions

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

4) Implemented Perm Corrective Actions

A tear/rip functional (destructive) test will be done at Receiving Inspection to check if material is perforated.			
Supplier complaint 20209 was issued asking for formal corrective action.			
Author	<input type="text" value="Cora Evano"/>	Date	<input type="text" value="27 Jun 2011"/>
Estimated Date	<input type="text"/>	Implementation Date	<input type="text" value="22 Jun 2011"/>
Validation Date	<input type="text"/>		

5) Corrective Actions Validation

Since its implementation, recent shipment was rejected for failing the tear/rip test indicating that the material is perforated.			
Author	<input type="text" value="Cora Evano"/>	Date	<input type="text" value="08 Jul 2011"/>

## 6) Preventive Actions

The tear/rip functional test is implemented for all different widths of 1527ENP material.

Author	Cora Evano	Date	27 Jun 2011
Estimated Date		Implementation Date	22 Jun 2011
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