



Complaint Number: 100501

Report 8D

Generated By: Seb Houle
Generated On: 11 Jul 2011

I. COMPLAINT INFORMATION

Origination Date	20 Jun 2011		
Sales Name	Tony Kibler	Sales Office	Windsor
Telephone	+1 860 902 8233	Fax Number	+1 860 688 7000
Email	Anthony.Kibler@scapa.com		
Customer Complaint Ref			
Customer Name	Design Standards Corp.		
SAP Customer Number	127020	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9700039977	Invoice Date	17 Jun 2011
- Material	155506	Batch	WIN0022651
Material Description			
S408X 48GAPET/[AA]/60# 6.375IN X 2000FT			

2) Problem Description

Customer discover 6 rolls from recent that is not wounding properly.
Actions Requested From The Customer
Corrective action and replacement material.

3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>				
Date	<input type="text" value="24 Jun 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

Rolls have misaligned/overhanging material at a splice, which overhangs approximately 0.132".

Author	<input type="text" value="Seb Houle"/>	Date	<input type="text" value="30 Jun 2011"/>
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2) Root Causes

Splice was poorly constructed in some way, either it was misaligned, or it was loose which subsequently allowed the material to slip out.

Author	<input type="text" value="Seb Houle"/>	Date	<input type="text" value="30 Jun 2011"/>
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3) Possible Solutions

Author	<input type="text"/>	Date	<input type="text"/>
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4) Implemented Perm Corrective Actions

Update slitting specification to note issue, added defect pictures to defect folder (the is accessable to machine operators).

Author	<input type="text" value="Seb Houle"/>	Date	<input type="text" value="30 Jun 2011"/>
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Estimated Date	<input type="text" value="30 Jun 2011"/>	Implementation Date	<input type="text" value="30 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	<input type="text"/>	Date	<input type="text"/>
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Estimated Date	<input type="text"/>	Implementation Date	<input type="text"/>
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Validation Date

7) Review Of Documentation

(a) MSR

Reviewed?

Reference Date

(b) Flow chart, control plan, work inspection instructions

Reviewed?

Reference Date

(c) FMEA

Reviewed?

Reference Date

(d) Customer specification

Reviewed?

Reference Date

8) Congratulate The Team