



Complaint Number: 101323

Report 8D

Generated By: Kerry Sykes
Generated On: 22 Dec 2011

I. COMPLAINT INFORMATION

Origination Date	22 Sep 2011		
Sales Name	Andrew Sampson	Sales Office	Ashton
Telephone	+44 161 301 7400	Fax Number	+44 161 301 7445
Email	andrew.sampson@scapa.com		
Customer Complaint Ref			
Customer Name	Flowstrip Limited		
SAP Customer Number	100009	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100248376	Invoice Date	13 Sep 2011
- Material	138653	Batch	
Material Description			
3159 Black 1220mm x 1400m Plain			
- Material	114637	Batch	
Material Description			
3160 Black 1220mm x 1400m Plain			

2) Problem Description

Delamination, ripping out, differential tension across the width, peaks and troughs across the badly marked surface.

Debit note 2691 raised – loss of yield 75m

I've been unable to forward details until now due to a problem with our email. There is also a video clip taken of the jumbo during re-wind which has captured the folds/creasing, however, due to the size of the file, I'm unable to email. This will be saved onto a USB stick, and then forwarded to Scapa marked for your attention.

Problems encountered with:

3159 black
BN 15790/2
Order 15127
Delivery note 81068557

Delamination, ripping out, creases/folds in the material, mis-aligned material.

Loss of yield 50m added onto Debit note 2691.

There is also a video clip taken of the jumbo during re-wind, however, due to the size of the file, I'm unable to email. This will be saved onto a USB stick, and then forwarded to you.

*****3159 black

BN 15791/1
Order 15127
Delivery note 81068557

Mis-aligned material, creasing/folds.

The creasing/folds were evident from the start of unwind. We've removed this jumbo with 950m remaining on the jumbo. This is available for return to Scapa to allow you to observe the problems. Please advise when you intend to collect.

Rejected/loss of yield 1050m added onto Debit note 2691.

Problems encountered with:

3160 black
BN 15784/1
Order 15127
Delivery note 81068557

Delamination, differential tension across the width, badly marked surface, patchy/lumpy/inconsistent adhesive, mis-aligned material, creases/folds. Loss of yield 150m added onto Debit note 2691.

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<div>No</div>				
Date	<div></div>				
Process Owner	<div>Kerry Sykes</div>				
Team Leader	<div>pbarrow</div>				
Is Complaint Valid?	<div>Yes</div>	Return The Goods	<div>Yes</div>	Dispose The Goods	<div>No</div>
Comments	<div></div>				

1) Analysis

The customer is complaining in respect of Scapa 3159 Black 1220mm x 1400m jumbo roll (item 138653) due to: delamination, ripping out, differential tension across the width, peaks and troughs across the badly marked surface, creases/folds in the material, and misaligned material.

It is understood that jumbo batch 15791/1 has a balance of 950m of material on the roll; can Scapa Customer Care please arrange for this Jumbo roll to be returned to Scapa Manchester for assessment.

This concern relates to Scapa sales order 570308/10 for a consignment of 7000m of 138653, dispatched 13/09/2011 (batches 15790 & 15791).

It is understood a total of 1175m is subject or credit due to loss of yield from this consignment; can suitable credit please be arranged by Scapa Customer Care.

Additional: one coil from jumbo roll batch 15790/1 has been returned due to “dead adhesive” (no adhesion/tack). The coil is being reviewed, but initial thoughts are that there appears to have been a brief interruption of supply of resin into the adhesive. By removing a further 2 metres from this coil, the regular level of adhesion returns; therefore, this suggests an isolated incident and such may possibly be allied to a start-up as this is the first jumbo from a production run of 3159 on 13/09/2011.

Update: the returned jumbo of 950m was run on the Scapa conversion process on 18/10/2011, in the presence of Quality Department (batch 15791/1). The returned jumbo was consumed in full with no problems being encountered: no delamination, rip-outs, creases/ folds, etc, were observed. Random samples of coils taken from the run seem satisfactory. No loss of yield was evident.

Author	<div>Philip Ward</div>	Date	<div>27 Sep 2011</div>
--------	------------------------	------	------------------------

2) Root Causes

The returned jumbo was consumed in full with no problems being encountered: no delamination, rip-outs, creases/ folds, etc, were observed. Random samples of coils taken from throughout the run seem satisfactory.

However, Scapa are currently working on a process consistency program internally. This program starts with reducing variation and standardising the processes. The program starts by reviewing the whole process from start to finish and includes reviewing the current procedures and control parameters and finding the optimised solution.

Mark Cole visited Flowstrip to explain Scapa's action plan in week 50.

Author	<div>Philip Ward</div>	Date	<div>18 Oct 2011</div>
--------	------------------------	------	------------------------

3) Possible Solutions

However, Scapa are currently working on a process consistency program internally. This program starts with reducing variation and standardising the processes. The program starts by reviewing the whole process from start to finish and includes reviewing the current procedures and control parameters and finding the optimised solution.

Mark Cole visited Flowstrip to explain Scapa's action plan in week 50.

Author	Paul Barrow	Date	22 Dec 2011
--------	-------------	------	-------------

4) Implemented Perm Corrective Actions

However, Scapa are currently working on a process consistency program internally. This program starts with reducing variation and standardising the processes. The program starts by reviewing the whole process from start to finish and includes reviewing the current procedures and control parameters and finding the optimised solution.

Mark Cole visited Flowstrip to explain Scapa's action plan in week 50.

Author	Paul Barrow	Date	18 Oct 2011
Estimated Date	22 Dec 2011	Implementation Date	22 Dec 2011
Validation Date	22 Dec 2011		

5) Corrective Actions Validation

However, Scapa are currently working on a process consistency program internally. This program starts with reducing variation and standardising the processes. The program starts by reviewing the whole process from start to finish and includes reviewing the current procedures and control parameters and finding the optimised solution.

Mark Cole visited Flowstrip to explain Scapa's action plan in week 50.

Author	Paul Barrow	Date	22 Dec 2011
--------	-------------	------	-------------

6) Preventive Actions

However, Scapa are currently working on a process consistency program internally. This program starts with reducing variation and standardising the processes. The program starts by reviewing the whole process from start to finish and includes reviewing the current procedures and control parameters and finding the optimised solution.

Mark Cole visited Flowstrip to explain Scapa's action plan in week 50.

Author	Paul Barrow	Date	22 Dec 2011
Estimated Date	22 Dec 2011	Implementation Date	22 Dec 2011
Validation Date	22 Dec 2011		

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