



Complaint Number: 101191

Report 8D

Generated By: Kerry Sykes
Generated On: 03 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	12 Sep 2011		
Sales Name	Andrew Sampson	Sales Office	Ashton
Telephone	+44 (0)161 301 7400	Fax Number	+44 (0)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	9100247077	Invoice Date	12 Aug 2011
- Material	138653	Batch	
Material Description			
3159 Black 1220mm x 1400m Plain			

2) Problem Description

Hi,

Problems encountered with:

3159 black
BN 15492/1
Order 14956
Delivery note 81061322

Ripping out, delamination, badly marked surface. Loss of yield 45m for which Debit note 2689 raised.

*****Hi,

Problems encountered with:

3159 black

BN 15495/3

Order 14956

Delivery note 81061322

Ripping out, delamination, badly marked surface. Loss of yield 100m added onto Debit note 2689.

Actions Requested From The Customer

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Kerry Sykes"/>		
Team Leader	<input type="text" value="pbarrow"/>		
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

Customer is complaining in respect of Scapa 3159 black 1400m jumbo roll (item 138653) due to delamination/ripping-out, and badly marked surface.

The affected material are batch numbers 15492/1 & 15492/3, made on 11/08/2011. Fifteen x 1400m jumbo rolls of 138653 were supplied via Scapa sales order 563979/20 (21000m). The customer is claiming for 145m due to loss of yield. Photos provided by the customer show delamination & rip-out on their process.

The affected rolls were made during a production run of 22 jumbo rolls as manufactured on 11/08/2011.

Can Customer Care please arrange suitable credit for the affected material, due to loss of yield as experienced by the customer.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="03 Oct 2011"/>
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2) Root Causes

The delamination and ripping out effects observed by the customer are likely to be due to brief misfeed of resin into the adhesive, causing a localized patch of high adhesion that resulted in the effects as observed.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="03 Oct 2011"/>
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3) Possible Solutions

- 1. Brief all of the Adhesive Coating Line crews for the concerns being experience by Flowstrip
- 2. Review Resin feed system for functionality and check for potential errors.
- 3. Compile comprehensive action plan to address all concerns/problems being experienced by Flowstrip.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="03 Oct 2011"/>
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4) Implemented Perm Corrective Actions

- 1. Brief Adhesive Coating Line for the concerns being experience by Flowstrip. Done by site Quality Manager during weeks 38 & 39.
- 2. Resin feed system checked for functionality and appears to be OK. Brackets added to resin feed system to attempt to prevent clogging or loss of material. Done during week 38.
- 3. Compile comprehensive action plan to address all concerns/problems being experienced by Flowstrip. Action plan is currently being compiled.

Author	<input type="text" value="Philip Ward"/>	Date	<input type="text" value="03 Oct 2011"/>
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Estimated Date	<input type="text" value="03 Oct 2011"/>	Implementation Date	<input type="text" value="03 Oct 2011"/>
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Validation Date

5) Corrective Actions Validation

Resin feed system checked for functionality and appears to be OK. Brackets added to resin feed system to attempt to prevent clogging or loss of material. Done during week 38.

Author Date

6) Preventive Actions

Comprehensive action plan to be compiled to address all concerns/problems being experienced by Flowstrip with Cloth SPL jumbos; actions to be referenced in complaint C101323 when available.

Author Date

Estimated Date Implementation Date

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