



Complaint Number: 100635

Report 8D

Generated By: Lynn Cartwright
Generated On: 06 Jul 2011

I. COMPLAINT INFORMATION

Origination Date	04 Jul 2011		
Sales Name	Martin Becker-Cable	Sales Office	Mannheim
Telephone	0049 4106 762636	Fax Number	0049 4106 626336
Email	martin.becker@scapa.com		
Customer Complaint Ref			
Customer Name	Draka Norsk Kabel AS		
SAP Customer Number	105280	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

2) Problem Description

COA 7603 quotes batch numbers 4802/01, 4802/04 and 4802/05.
Batch 4787/10 is taped to two of the boxes and is not shown on the COA.

Actions Requested From The Customer

Check and advise the outcome.

3) Containment Actions

II. EVALUATION AND ACTION

Sample/photo Received	<div>Yes</div>		
Date	<div>01 Jul 2011</div>		
Process Owner	<div>Lynn Cartwright</div>		
Team Leader	<div>dward</div>		
Is Complaint Valid?	<div>Yes</div>	Return The Goods	<div></div>
		Dispose The Goods	<div></div>
Comments	<div></div>		

1) Analysis

The customer is complaining in respect of Scapa CT22/65 60mm x 2500m (item 161660), due to “COA 7603 quotes batch numbers 4802/01, 4802/04 and 4802/05; batch 4787/10 is applied to two of the boxes and is not shown on the COA”.

Photos provided by the customer have been sent as confirmation.

The concern relates to 118 pads supplied via Scapa sales order 557867/10, despatched 21/06/2011.

=====

Batch numbers 4802/01, 4802/04 and 4802/05 are correct for CT22/65 and have been applied to the CoA and cartons.

Batch 4787/10 has been applied to the carton in error; and therefore does not appear on the CoA.

=====

Batch numbers for boxes on this consignment are confirmed as follows:

Box 1 = 4802/05

Box 2 = 4802/05

Box 3 = 4802/05 & 4802/04

Box 4 = 4802/04

Box 5 = 4802/04 & 4802/01

=====

Can the customer please use these pads, but delete batch 4787/10 from the carton label (as it is incorrect).

Author	<div>Philip Ward</div>	Date	<div>06 Jul 2011</div>
--------	------------------------	------	------------------------

2) Root Causes

Batch 4787/10 relates to the next job following this consignment of CT22/65, and has been applied to the carton in error by the Packing Operator.

The batch number for the next job (4787/10) had been entered into the production database by the Cutting Operator following completion of the CT22/65 pads; the Packing Operator incorrectly selected this batch number from the database, along with the correct CT22/65 batch numbers, and applied such to the carton labels at the time of manufacture.

Interrogation of the Production database for the CWT cutting & packing plant confirms this.

Hence, the incorrect batch number has been applied to the carton in error, and therefore does not appear on the CoA. This appears to be an isolated incident.

Author	<div>Philip Ward</div>	Date	<div>06 Jul 2011</div>
--------	------------------------	------	------------------------

3) Possible Solutions

1. Returned photos to be shown to Production Operatives on the CWT cutting & packing plant responsible for this consignment.
2. Concern to be discussed with Production Operatives on the CWT cutting & packing plant.
3. Cutting Operator will not to enter batch number for the next job into production database until all cartons are fully labeled by the Packing operator.

Author	Philip Ward	Date	05 Jul 2011
--------	-------------	------	-------------

4) Implemented Perm Corrective Actions

1. Returned photos were shown to Production Operatives on the CWT cutting & packing plant responsible for this consignment.
2. Concern was discussed with Production Operatives on the CWT cutting & packing plant.
3. Cutting Operator will not to enter batch number for the next job into production database until all cartons are fully labeled by the Packing operator.

=====

The above was discussed and reviewed with the Cutting & Packing Operators responsible for the affected consignment with their Production Supervision on 05/07/2011.

Author	Philip Ward	Date	06 Jul 2011
Estimated Date	05 Jul 2011	Implementation Date	05 Jul 2011
Validation Date	06 Jul 2011		

5) Corrective Actions Validation

Scapa has implemented the above corrective actions.

Cutting Operator will not to enter batch number for the next job into production database until all cartons are fully labeled by the Packing operator.

Author	Philip Ward	Date	06 Jul 2011
--------	-------------	------	-------------

6) Preventive Actions

System update: Cutting Operator will not to enter batch number for the next job into production database until all cartons are fully labeled by the Packing operator.

Other items potentially affected: This concern appears to be an isolated incident; however the above corrective action should apply to all items supplied to Draka (not just CT22/65).

Additional: Can Scapa confirm that the CT22/65 subsequently supplied have the following batch numbers: CoA batch number 4802/01; CoA 7628 batch numbers 4802/01, 4802/04 & 4824/04; CoA 7631 batch number 4824/04.

Author	Philip Ward	Date	06 Jul 2011
Estimated Date	05 Jul 2011	Implementation Date	05 Jul 2011
Validation Date	06 Jul 2011		

7) Review Of Documentation

(a) MSR

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

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

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

(c) FMEA

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

(d) Customer specification

Reviewed?	<input type="text" value="No"/>		
Reference	<input type="text"/>	Date	<input type="text"/>

8) Congratulate The Team