



Complaint Number: 101293

Report 8D

Generated By: Celine Mandon
Generated On: 06 Oct 2011

I. COMPLAINT INFORMATION

Origination Date	20 Sep 2011		
Sales Name	Thierry Derome	Sales Office	Mannheim
Telephone	+49 (0)171 3729520	Fax Number	-
Email	thierry.derome@scapa.com		
Customer Complaint Ref			
Customer Name	LEONI Wiring Systems Pitesti S.R.L.		
SAP Customer Number	136090	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9200304649	Invoice Date	08 Sep 2011
- Material	125549	Batch	0000605636
Material Description			
3510 Black 38mm x 10m Scapa Auto			

2) Problem Description

Too tight, adhesive on the back on the roll
Actions Requested From The Customer

3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="Yes"/>		
Date	<input type="text" value="30 Sep 2011"/>		
Process Owner	<input type="text" value="Stefano Roncarolo"/>		
Team Leader	<input type="text" value="sroncarolo"/>		
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" value="Too hight unwind force"/>			
Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="04 Oct 2011"/>

2) Root Causes

<input type="text" value="The support is too much fleecy and generates the hight unwind force after the coating."/>			
Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="04 Oct 2011"/>

3) Possible Solutions

<input type="text" value="The support is too fleecy in some zone and after the coating generate too high unwind force on some rolls. We have a meeting with the supplier to avoid in the future the issue."/>			
Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="04 Oct 2011"/>

4) Implemented Perm Corrective Actions

<input type="text" value="The support is too fleecy in some zone and after the coating generate too high unwind force on some rolls. We have a meeting with the supplier to avoid in the future the issue."/>			
Author	<input type="text" value="Stefano Roncarolo"/>	Date	<input type="text" value="03 Oct 2011"/>
Estimated Date	<input type="text" value="03 Oct 2011"/>	Implementation Date	<input type="text" value="04 Oct 2011"/>
Validation Date	<input type="text"/>		

5) Corrective Actions Validation

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

6) Preventive Actions

We have a meeting with the supplier to avoid in the future the issue.

Author	Stefano Roncarolo	Date	03 Oct 2011
Estimated Date	03 Oct 2011	Implementation Date	04 Oct 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