



Complaint Number: 100175

Report 8D

Generated By: Christine Hulme
Generated On: 10 Jun 2011

I. COMPLAINT INFORMATION

Origination Date	23 May 2011		
Sales Name	Daniel Ephgrave	Sales Office	Dunstable
Telephone	+44 1582 474 655	Fax Number	
Email	daniel.ephgrave@scapa.com		
Customer Complaint Ref			
Customer Name	Fresenius KabiDeutschland GmbH		
SAP Customer Number	116138	Customer Order N°	
Customer Part Number			

1) Invoices And Items On Complaint

(a) SAP Invoice Number	9100233800	Invoice Date	02 Nov 2010
- Material	131929	Batch	1953188
Material Description			
M9070 40mm x 44.8mm >11145N			

2) Problem Description

The foil was not coiled accurately so it was not possible to use	
Actions Requested From The Customer	
Credit	
Analysis of cause of fault	

3) Containment Actions

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II. EVALUATION AND ACTION

Sample/photo Received	<input type="text" value="No"/>		
Date	<input type="text"/>		
Process Owner	<input type="text" value="Simon Pearce"/>		
Team Leader	<input type="text" value="spearce"/>		
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

The sample received shows that the wind of the material is not straight.Two thirds of the way through the roll ,the wind moves over by 1 cm.

Author	<input type="text" value="Simon Pearce"/>	Date	<input type="text" value="27 May 2011"/>
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2) Root Causes

The step was caused by a join in the filmic liner through a break in the web.The operator was unaware that the step would cause an issue with the customers process so let the roll through.The items themselves were fine to use but the application process at the customers end would not allow for the step in the roll.

Author	<input type="text" value="Simon Pearce"/>	Date	<input type="text" value="27 May 2011"/>
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3) Possible Solutions

The Quality pack has been updated with actions to avoid stepping in rolls .Picture of fault has been included.All operators who run this specific item have been informed of the problem and shown the update in the item pack..

Author	<input type="text" value="Simon Pearce"/>	Date	<input type="text" value="08 Jun 2011"/>
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4) Implemented Perm Corrective Actions

The Quality pack has been updated with actions to avoid stepping in rolls .Picture of fault has been included.All operators who run this specific item have been informed of the problem and shown the update in the item pack..

Author	<input type="text" value="Simon Pearce"/>	Date	<input type="text" value="08 Jun 2011"/>
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Estimated Date	<input type="text" value="08 Jun 2011"/>	Implementation Date	<input type="text" value="08 Jun 2011"/>
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Validation Date	<input type="text"/>
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5) Corrective Actions Validation

The Quality pack has been updated with actions to avoid stepping in rolls .Picture of fault has been included.All operators who run this specific item have been informed of the problem and shown the update in the item pack..

Author	<input type="text" value="Simon Pearce"/>	Date	<input type="text" value="08 Jun 2011"/>
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6) Preventive Actions

The Quality pack has been updated with actions to avoid stepping in rolls .Picture of fault has been included.All operators who run this specific item have been informed of the problem and shown the update in the item pack..

Author	Simon Pearce	Date	08 Jun 2011
Estimated Date	08 Jun 2011	Implementation Date	08 Jun 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