



Complaint Number: 100437

Report 8D

Generated By: Paola Crepaldi
Generated On: 21 Jun 2011

I. COMPLAINT INFORMATION

| | | | |
|------------------------|------------------------|-------------------|----------|
| Origination Date | 15 Jun 2011 | | |
| Sales Name | Teresa Hajec | Sales Office | Mannheim |
| Telephone | | Fax Number | |
| Email | teresa.hajec@scapa.com | | |
| Customer Complaint Ref | | | |
| Customer Name | Delphi Poland S.A. | | |
| SAP Customer Number | 109534 | Customer Order N° | |
| Customer Part Number | | | |

1) Invoices And Items On Complaint

| | | | |
|--|------------|--------------|-------------|
| (a) SAP Invoice Number | 9200297806 | Invoice Date | 01 Jun 2011 |
| - Material | 140910 | Batch | |
| Material Description | | | |
| 2702 Black 12mm x 33m Scapa Towerpac T38 | | | |
| (b) SAP Invoice Number | 9200298476 | Invoice Date | 09 Jun 2011 |
| - Material | 140910 | Batch | |
| Material Description | | | |
| 2702 Black 12mm x 33m Scapa Towerpac T38 | | | |

2) Problem Description

| |
|-------------------------|
| Telescoping |
| batch number 0511125742 |

Actions Requested From The Customer

Replacement

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="Maurizio Bollea"/> | | | | |
| Team Leader | <input type="text" value="mbollea"/> | | | | |
| Is Complaint Valid? | <input type="text" value="Yes"/> | Return The Goods | <input type="text" value="Yes"/> | Dispose The Goods | <input type="text" value="No"/> |
| Comments | <input type="text"/> | | | | |

1) Analysis

telescoping

| | | | |
|--------|--|------|--|
| Author | <input type="text" value="Maurizio Bollea"/> | Date | <input type="text" value="20 Jun 2011"/> |
|--------|--|------|--|

2) Root Causes

This issue could happen spottly due to the interaction between PVC film and adhesive. From technical point of view the product is ok (adhesion) but we know there are some difficult to use. Telescoping is the result of the interaction of several causes related to the elastic memory of the calendered soft pvc. Scapa is already using the best of the known self-adhesive tapes technology to avoid this undesired effect. The defect is not detectable on logs and the 100% of control on produced rolls is not possible, due also to negative cost effects. - A very small percentage of rolls, under stressed environmental conditions (e.g. during transport, stocking etc) can telescope.

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|--------|--|------|--|
| Author | <input type="text" value="Maurizio Bollea"/> | Date | <input type="text" value="20 Jun 2011"/> |
|--------|--|------|--|

3) Possible Solutions

Corrective action in place since 2003: Check of 100 % batches of produced adhesive - Statistic test of accelerate simulation of environmental stress on 100% of produced pvc tapes batches.

| | | | |
|--------|--|------|--|
| Author | <input type="text" value="Maurizio Bollea"/> | Date | <input type="text" value="20 Jun 2011"/> |
|--------|--|------|--|

4) Implemented Perm Corrective Actions

Corrective action in place since 2003: Check of 100 % batches of produced adhesive - Statistic test of accelerate simulation of environmental stress on 100% of produced pvc tapes batches.

| | | | |
|--------|--|------|--|
| Author | <input type="text" value="Maurizio Bollea"/> | Date | <input type="text" value="20 Jun 2011"/> |
|--------|--|------|--|

| | | | |
|----------------|--|---------------------|--|
| Estimated Date | <input type="text" value="20 Jun 2011"/> | Implementation Date | <input type="text" value="20 Jun 2011"/> |
|----------------|--|---------------------|--|

| | |
|-----------------|--|
| Validation Date | <input type="text" value="20 Jun 2011"/> |
|-----------------|--|

5) Corrective Actions Validation

| | | | |
|--------|----------------------|------|----------------------|
| Author | <input type="text"/> | Date | <input type="text"/> |
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6) Preventive Actions

Curing process after pvc/adhesive coating. The target of the process is to reduce the elastic memory of the pvc and create the adhesive cross-link.

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|-----------------|-----------------|---------------------|-------------|
| Author | Maurizio Bollea | Date | 20 Jun 2011 |
| Estimated Date | 20 Jun 2011 | Implementation Date | 20 Jun 2011 |
| Validation Date | 20 Jun 2011 | | |

7) Review Of Documentation

(a) MSR

| | | | |
|-----------|----|------|--|
| Reviewed? | No | | |
| Reference | | Date | |

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

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|-----------|----|------|--|
| Reviewed? | No | | |
| Reference | | Date | |

(c) FMEA

| | | | |
|-----------|----|------|--|
| Reviewed? | No | | |
| Reference | | Date | |

(d) Customer specification

| | | | |
|-----------|----|------|--|
| Reviewed? | No | | |
| Reference | | Date | |

8) Congratulate The Team