Complain Evaluation Report

# Customer:

Fine Packages

# Code: Sales Person

AQF-6320 (1011072) Muhammad Waqas

AQF-9001 (1011075)

# Complain Statement:

Pin Holes in printed sample seems due to fast drying. Picture sent to lab.

# Complain Evaluation

## Customer Visit: Action Taken (To resolve the Problem)

**AQF-6320 (1011072)**

Fresh can of the problematic ink was run at customer end and pinholes were observed in print. Defomaer and retarder were added in ink to eliminate the issue which slightly reduced the pinholes; however, standard results were not achieved even after 2% addition of defoamer. Whereas LOT#1010298 of the ink was run at same machine parameters which provided smooth print.

**AQF-9001 (1011075)**

Similar issue was present in brown ink AQF-9001 which was more prominent due to ground job. Pinholes were reduced after addition of Defomaer (~2%) and retarder (~5%), but customer was not satisfied with the results as better results were being achieved with previous lot.

## Root cause of Problem

It is found that the issue was due to weaker quality of antifoam. Since our standard material is not available, alternate local option is being used which is causing problem at sensitive customers.

**Corrective Action (To Prevent Re Occurring)**

This issue has been discussed with supply chain, so that they can arrange our standard material; meanwhile this is the best possible option with available materials.

Prepared by Reviewed by