

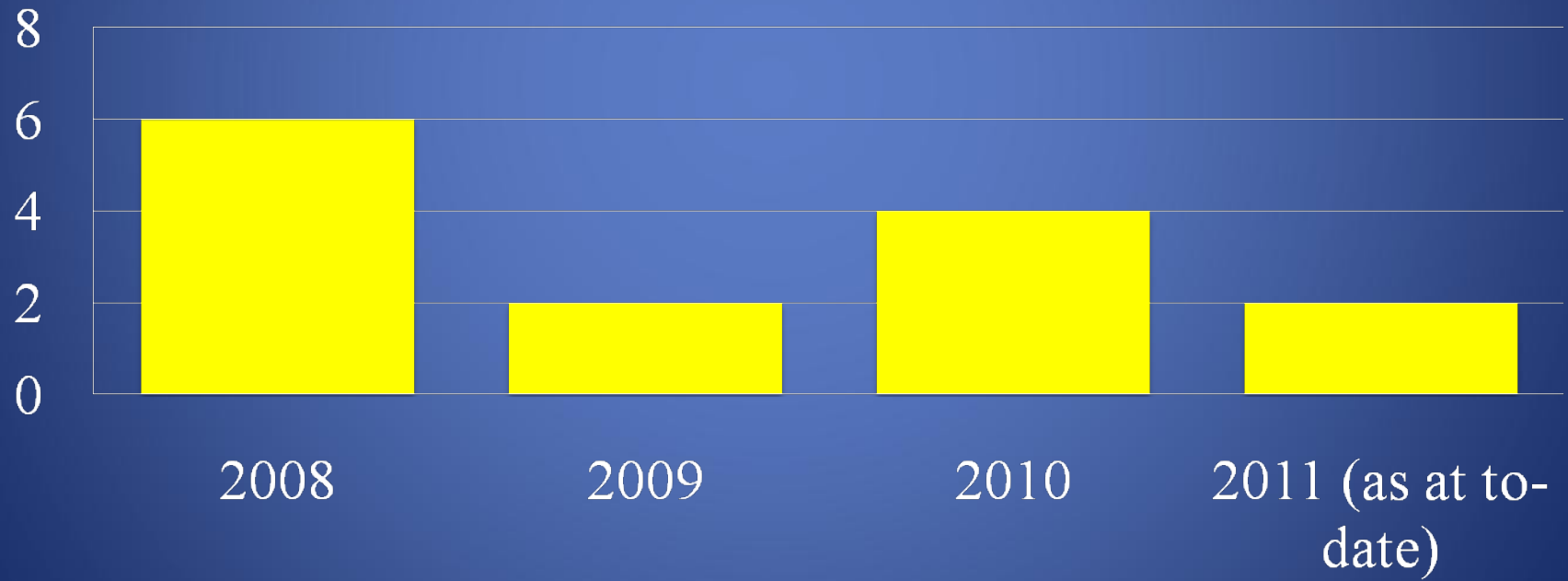
A Sticky, Annoying Situation!!



1.0 HISTORY OF CUSTOMER COMPLAINTS DUE TO STICKY ISSUE FOR PPFT GLOVES FOR TG GROUP

Number of Customer Complaints due to Sticky Issue on PPFT

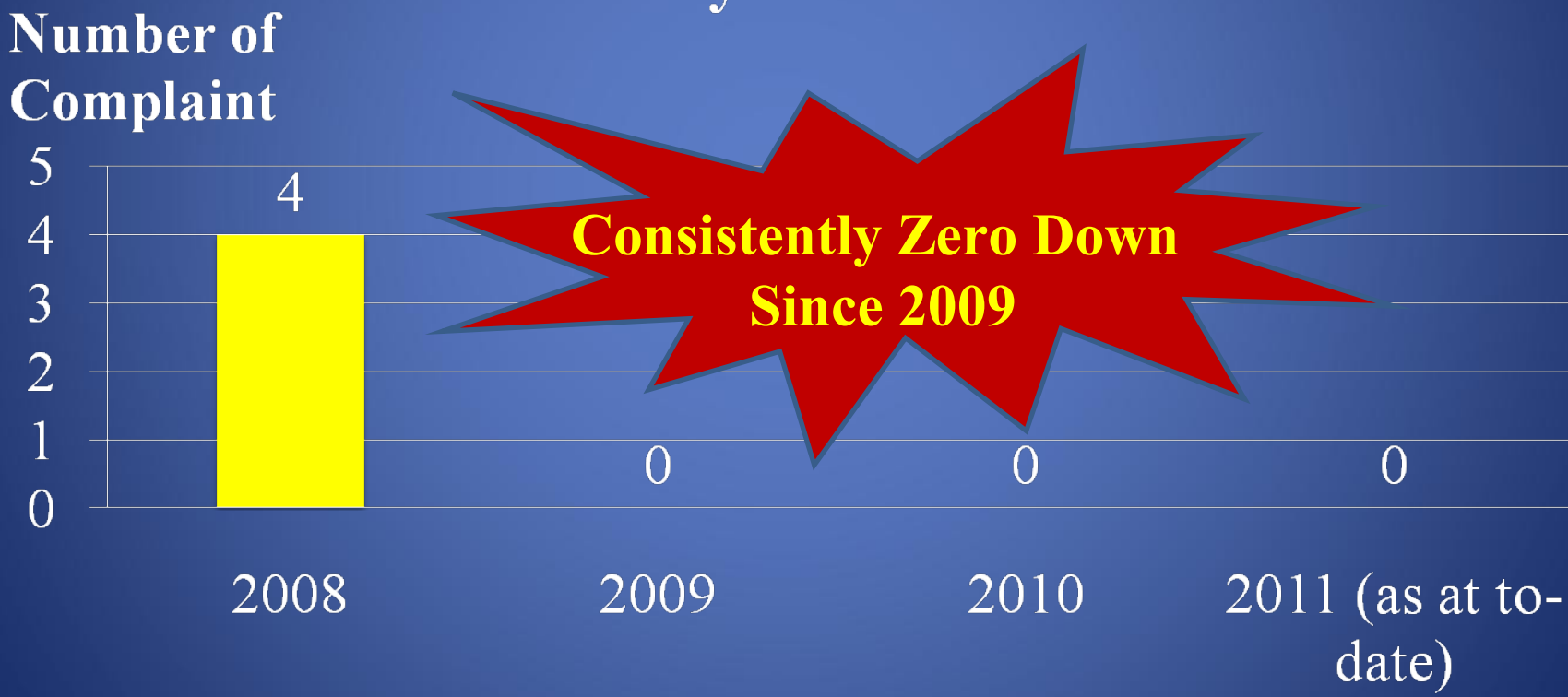
Number of Complaint



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1.1 HISTORY OF CUSTOMER COMPLAINTS IN F04

**Number of Complaint Received by F4
due to Sticky Issue on PPFT**

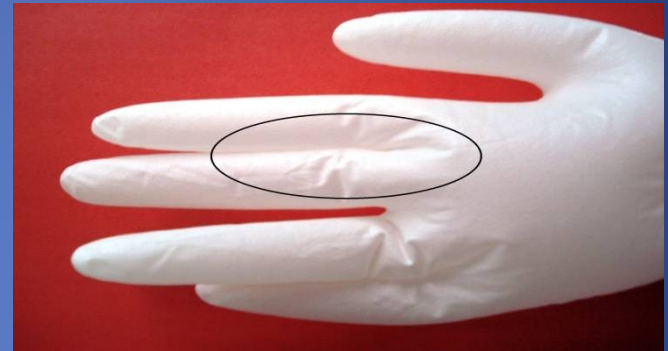


2.0 INTRODUCTION

TWO TYPES OF STICKY ISSUE:

a) Sticky Outside (SO)

- sticky at outer part of glove



b) Sticky Inside/ Wetlook (SI/WL)

- sticky in the inner part of glove



3.0 ROOT CAUSES

i) Sticky Outside

a) Poor conditions at Coagulant Dipping Tank

Causes	Descriptions
Low % of powder release agent.	Poor stripping efficiency.
Nozzle pipe blockage	Poor circulation causing un-homogenize coagulant dispersion.

b) Poor condition at Latex Dipping Tank

Cause	Description
High SI%	Glove under cured >> latex sticky characteristic remains causing fusion between latex film. Commonly found at plate or fingers

c) Poor condition at Ovens

Causes	Descriptions
Low temp. at main oven and latex oven	Glove under cured due to heating below latex film forming temperature >> fusion between latex film. Commonly found at plate or fingers

3.0 ROOT CAUSES

ii) Sticky Inside/ Wetlook

a) Poor conditions at Polymer Dipping Tank

Cause	Description
Low polymer TSC%	Poor or uneven polymer coating on latex film >> inner layers stick together
Low pH for polymer solution	Bacteria build up >> instability of polymer solution

b) Poor condition at Pre-leaching Tank

Cause	Description
Contaminated water	Contaminated water carried over to polymer dipping tank >> deteriorate polymer stability

c) Poor condition at Ovens

Causes	Descriptions
Low temp. at main oven and pre-stripping drying oven	Polymer layer not completely dried >> inner layers stick together

4.0 CORRECTIVE & PREVENTIVE ACTIONS

MAN

Workers	<ul style="list-style-type: none">• Train workers to have quality mindset on a regular basis (e.g. OJT, conduct oral/paper tests & drills)
Production Leader	<ul style="list-style-type: none">• To check first grade baskets at auto-stripping every 2 hours
Line Boy	<ul style="list-style-type: none">• To conduct hourly online visual checking for early detection of defects
Stripper	<ul style="list-style-type: none">• Trained to monitor gloves after passing air-jet nozzle• Conduct training to improve observation and reflexes.
Packers	<ul style="list-style-type: none">• Visual checking while packing to screen out defected gloves
QA/ Pre-shipment	<ul style="list-style-type: none">• Check gloves thoroughly to prevent customer complaints
Maintenance	<ul style="list-style-type: none">• To maintain and service line machineries on daily or weekly basis.
Compounding	<ul style="list-style-type: none">• Control latex SI%, maturation hours and usage time.

**STICKY
ISSUE**

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4.0 CORRECTIVE & PREVENTIVE ACTIONS

METHOD

Main Oven

- Main oven temperature within standard to prevent over cure / under cure

Coagulant, latex & polymer

- Ensure parameters within standard

Line Speed

- Run at optimum speed for better curing of latex film

STICKY ISSUE

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4.0 CORRECTIVE & PREVENTIVE ACTIONS

**STICKY
ISSUE**

MACHINE

Coagulant Tank

- Service coagulant tank stirrer and nozzle pipe to improve coagulant circulation

Main Oven Blower

- Heat source for main ovens functioning well and has proper distribution channels

**Conveyor Chain
and Open Channel**

- Good condition to prevent former from jerking

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4.0 CORRECTIVE & PREVENTIVE ACTIONS

**STICKY
ISSUE**



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graph TD; A[STICKY ISSUE] --- B[MATERIAL]; B --- C[Incoming Supplies]; B --- D[Latex, Chemical & Other Dipping & Compounding Material]; C --- E[To ensure all incoming supplies are sufficiently inspected and tested by MQC (lab) to comply with in house requirements and COA.]; D --- F[Adequate & qualitatively prepared, mixed & stored under clean conditions to prevent glove defects];
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MATERIAL

Incoming Supplies

- To ensure all incoming supplies are sufficiently inspected and tested by MQC (lab) to comply with in house requirements and COA.

**Latex, Chemical &
Other Dipping &
Compounding
Material**

- Adequate & qualitatively prepared, mixed & stored under clean conditions to prevent glove defects

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5.0 CONCLUSION

- Customer complaints on PPFT sticky issue for year 2008 to 2011 for the whole of TG Group with 6 for year 2008, 2 for year 2009, 4 for year 2010 and 2 for year 2011 as at to date
- The number of complaints fluctuate from year to year. However, from the data analysis, it is possible to zero down the complaints on the PPFT sticky issue by implementing the corrective and preventive actions.



Terima Kasih

Thank You

Xie Xie

Nandri

Arigado Gozaimasu

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