



Fibrous

## ViskoTeepak Complaint Approach - Article 3

## **Does ViskoTeepak receive complaints from our customers? Can we go public with this information?**

Yes, we can, and we do. We are not perfect. Most of the time we can detect the root-cause of the reclamations we receive, even when it must be found externally. Accepting a failure is one thing. Addressing a mistake has an even greater importance when it comes to preventing the same issue from happening again in the future. ViskoTeepak can trace back most of the products by its unique traceability system that includes a detailed process data base in combination with seam marks on our casing. Our tech team also has the capability to link the specific casing properties with the customer's requirements. This relation must fit in the first place. If something is wrong, the reason must be nearby, and we'll be able to find it.

### **Most complaints could be divided into the following groups:**

- Customer-related complaints
- ViskoTeepak-related complaints
- Operator's failures
- Co-incidents

In the following 4 editions we'll describe random issues that we received in the last decade. Not to blame people, but to make everyone aware and give the tools and knowledge to prevent such mistakes from happening again.

The first issue in this series described customer-related complaints. The second issue focused on company system dilemmas. This third issue outlines some examples of failures due to workmanship.



### **Issue 7 - Brown spots on the outside of the main pleats of a strand**

This complaint was received from Japan. It took us a while to discover its root cause.

Our customer complained about random holes and black spots on a certain number of shirred strands, mainly detected on the outside of the main pleats. These spots were deeply analyzed. Eventually we discovered that the holes in the casing had with a kind of iron around them. But where did it come from?

After a while, it could be proven that iron elements caused ionization on the outside of the main pleats. It turned out that, after performing some welding and/or grinding works, the personnel carried these elements around to the ready product area on their clothes. After getting in contact with humidity these elements started to rust at some spots, resulting in damage to the casing.

Corrective actions have been taken at our converting center to prevent such issues from happening again.

## Issue 8 – Customers mixing up codes

Once a year, a customer claims a different stuffing diameter at a certain number of strands. When this concerns a limited number of meters, the alarm bells start to ring.

Caliber deviations are exceptional, but when the quantities are equivalent to a reel-load, the root cause of the different RSD must be found in the so-called “code mix-up”, this is easy to detect by checking the seam mark on the casing.

Code-mix-ups used to happen more in the past when the available sensors were limited to the human eyes. When two different sizes were manufactured side by side in the extrusion department, an operator could mix up a reel and put it on the wrong pallet, especially when it was hard to detect the difference with human eyes. Nowadays, the output of the machine is controlled by scanners and warning systems. In principle, a reel cannot be put on the wrong pallet.

To make sure that a code isn't mixed up, planning ensures that two adjacent codes will not be placed next to each other during production. And, as mentioned before, sensors, detection, and scanning systems should prevent human mistakes.





### **Issue 9 – Communication: Entering the wrong size**

During each and every presentation, it we try to make it very clear that people involved in the casing ordering process should speak the same language about calibers, sizes, and codes because there are three different ways to express which casing is needed (i.e. US-size, EU-size and product size), and sometimes it can cause confusion.

Besides the theoretical caliber references, the practical measurements of stuffing caliber, final caliber, and top/bottom caliber could also lead to discussions. What about the fact that the caliber measuring already gives a 1 mm deviation due to its thickness? Anyway, the basic information about calibers, comes out of the practice and must be measured and communicated very clearly.

All these figures and different ways to express facts that used to bring confusion in the past, and sometimes they still do.

Therefore, it is recommended to use more words when a new sample size is required. A simple “I need a 45 mm” is not enough anymore to get the proper casing.

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