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An investigation into the quality of fluting-paper at papermills

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APPENDIX 4.1

CUSTOMER COMPLAINT CATEGORIES

MILL X

Date	REASON	Technical	Logistics	Financial
Aug-04	Transport		1	
Aug-04	Moisture	1		
Sep-04	Transport		1	
Oct-04	Out of specification	1		
Oct-04	Out of specification	1		
Oct-04	Ordering system error			1
Oct-04	Winding	1		
Oct-04	Moisture	1		
Dec-04	Technical core related problem	1		
Dec-04	Technical core related problem	1		
Dec-04	Winding	1		
Dec-04	Winding	1		
Dec-04	Winding	1		
Jan-05	Moisture	1		
Jan-05	Moisture	1		
Feb-05	Ordering system error			1
Feb-05	Out of specification	1		
Feb-05	Moisture	1		
Feb-05	Moisture	1		
Feb-05	Moisture	1		
Mar-05	Out of specification	1		
Mar-05	Moisture	1		
Jul-05	Pricing			1
Aug-05	Pricing			1
Sep-05	Reel damage		1	
Sep-05	loose edges	1		
Sep-05	Scuffing		1	
Sep-05	Reel damage		1	
Sep-05	Delivery		1	
Sep-05	loose edges	1		
Sep-05	Pricing			1
Sep-05	Paper damage		1	
Sep-05	Moisture	1		
Nov-05	Invoicing			1
Dec-05	loose edges	1		
Jan-06	Pricing			1
Jan-06	Pricing			1
Jan-06	Out of specification	1		
Jan-06	Pricing			1
Jan-06	Out of specification	1		
Jan-06	Pricing			1
Jan-06	Out of specification	1		
Jan-06	Pricing			1
Feb-06	Delivery		1	
Feb-06	Technical core related problem	1		

Feb-06	Reel damage		1	
Feb-06	Moisture	1		
Feb-06	Reel damage		1	
Mar-06	Invoicing			1
Mar-06	weight discrepancy			1
Mar-06	Delivery		1	
Mar-06	Scuffimg		1	
Mar-06	Pricing			1
Mar-06	Pricing			1
Mar-06	Reel damage		1	
Mar-06	Reel damage		1	
Apr-06	Pricing			1
Apr-06	creasing	1		
May-06	Ordering system error			1
May-06	Delivery		1	
May-06	Reel damage		1	
May-06	Scuffing		1	
Jun-06	Discount			1
Jun-06	Delivery		1	
Jun-06	Discount			1
Jun-06	Reel damage		1	
Jun-06	Invoicing			1
Jul-06	Pricing			1
Jul-06	Pallet damage		1	
Jul-06	Pricing			1
	Totals	**28**	**20**	**22**

MILL Y

Date	REASON	Technical	Logistics	Financial
Month / Year	*Type Comp*			
Aug-04	Cracking	1		
Sep-04	Out of specification	1		
Nov-04	Out of specification	1		
Dec-04	Loose Edge	1		
Dec-04	weight discrepancies			1
Jan-05	Out of specification	1		
Feb-05	Out of specification	1		
Apr-05	Out of specification	1		
Apr-05	Cracking	1		
Apr-05	Cracking	1		
Jun-05	Moisture	1		
Jun-05	Reel damage		1	
Jun-05	Glueability	1		
Jun-05	weight discrepancies			1
Jun-05	Winding	1		
Jun-05	Cracking	1		
Jun-05	Cracking	1		
Oct-05	Out of specification	1		
Nov-05	Out of specification	1		
Nov-05	Cracking	1		
Nov-05	Cracking	1		
Dec-05	Out of specification	1		
Dec-05	weight discrepancies		1	
Dec-05	weight discrepancies		1	
Jan-06	Glueability	1		
Jan-06	Reel damage		1	
Feb-06	Glueability	1		
Feb-06	Out of specification	1		
	Totals	**22**	**4**	**2**

MILL Z

Date	REASON	Technical	Logistics	Financial
Month / Year	*Type Comp*			
2004/09/03	Out of specification	1		
2004/09/03	Out of specification	1		
2004/09/03	Core damage		1	
2004/09/03	Weight discrepancies			1
2004/10/03	Creasing	1		
2004/11/04	Weight discrepancies			1
2004/11/04	Weight discrepancies			1
2005/02/05	Transport		1	
2005/04/05	Glueability	1		
2005/05/05	Glueability	1		
2005/06/05	Weight discrepancies			1
2005/06/05	Moisture	1		
2005/11/08	Glueability	1		
2005/11/29	Pricing			1
2006/01/05	Grammage	1		
2006/01/05	Loose edges	1		
2006/01/27	Discount			1
2006/02/01	Discount			1
2006/02/10	Discount			1
2006/02/24	Moisture	1		
2006/03/02	Discount			1
2006/03/02	Discount			1
2006/03/07	Transport		1	
2006/03/17	Out of specification	1		
2006/03/27	Out of specification	1		
2006/03/30	Technical core related problem	1		
2006/03/30	Out of specification	1		
2006/04/04	Out of specification	1		
2006/04/05	Moisture	1		
2006/04/11	Paper break	1		
2006/04/20	Paper break	1		
2006/04/20	Paper break	1		
2006/05/11	Moisture	1		
2006/05/11	Moisture	1		
2006/05/23	Discount			1
2006/06/02	Discount			1
	Totals	21	3	12