KANEPACKAGE PHILIPPINE INC.
No. 5 Ring Road LISP II, Brgy. La Mesa, Calamba City, Laguna
Telephone No. (049) 545-7166 to 69
Fax No. (049) 545-6302

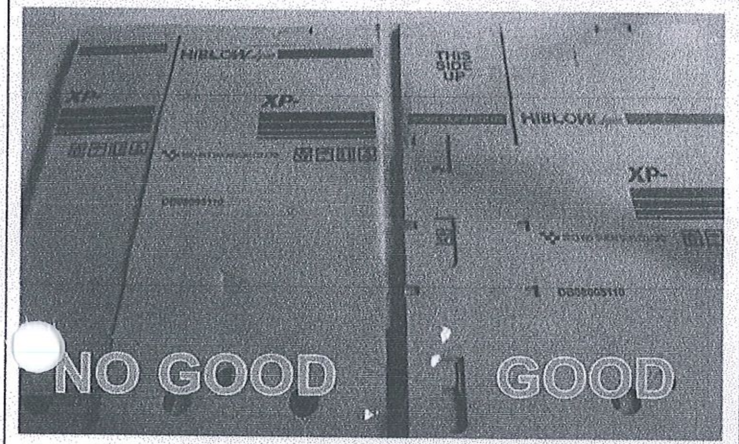
INVESTIGATION REPORT FORM (IRF)

☐ Inhouse Detection ☒ Customer Claim

Control No.: 141 Date Issued: 191227

Customer	HIBLOW	Attention To	Mr. Gerald De Guzman / Mr. Rexel Almario
Item Code	DB08005110-01A	Department	PRD / QA
Item Description	80-XP OUTER BOX WITH INSERT PAD	Date of Detection	191226
Job Order Number	WO-19-G-0739-6	Section Detected	CUSTOMER - HIBLOW

ILLUSTRATION OF THE PROBLEM



☒ Major ☐ Minor

Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
100	1	1.00%

Nature of Defect:

MISALIGN PRINT

Requirement:

The print of the item should be 7mm below the creasing blade w/ printing location tolerance of ±5mm

Actual:

The print of the item exceeded on the creasing line

NO. OF OCCURRENCE	DISPOSITION	AREA OF OCCURRENCE / ORIGIN		CONTENT
☒ First	☐ Hold	☐ Slotter	☐ Gluing	☐ Material
☐ Recurrence	☐ Special Acceptance	☒ EQOS	☐ Vertical	☒ Dimension
No.:______	☐ For Rework	☐ Diecut	☐ Others:	☒ Appearance
Date:______	☒ Reject / Disposal	☐ Detaching	______	☐ Process / Method

Issued by	Checked by	Approved by	Received by (Receiving Section)
Adrian Vergara QA-IE Staff	Mr. Roderick Ramos QA Supervisor	Mr. Rexel Almario QA Asst. Manager	Mr. Gerald De Guzman / Ms. Weena Apalla Head/ Supervisor

I. INVESTIGATION / ANALYSIS

	DIRECT CAUSE: (Analyze the reason of occurrence, why it happened?)	INDIRECT CAUSE: (Analyze the reason of occurrence, why it leaked?)
System / Training	Why 1: Why 2: Why 3: NOT A FACTOR Why 4: Why 5:	Why 1: It was not detected during 100% Inspection Why 2: Improper way of inspection was conducted Why 3: The item was inspected vertically downwards wherein Printing character alignment is not visible during inspection Why 4: Item was not properly piled based on its piling orientation Why 5:
Design / Toolings	Why 1: Why 2: Why 3: NOT A FACTOR Why 4: Why 5:	Why 1: Why 2: Why 3: NOT A FACTOR Why 4: Why 5:
Process / Material	Why 1: - THE 1PC REJECT TRIAL RUN ACCIDENTALLY MIXED IN THE GOOD ITEM DURING EQOS PRINTING PROCESS Why 2: - OPERATOR DID NOT PLACE THE 1PC REJECT TRIAL RUN IN THE REJECTION BOX Why 3: - THE 1PC REJECT TRIAL RUN AND SAMPLING PUT IN THE SAME PLACE DURING RUNNING. Why 4: Why 5:	Why 1: - DIECUT DIDN'T NOTICE THE MISALIGN PRINT BECAUSE ROUGH SURFACE ON TOP DURING DIECUT OF THIS ITEM. Why 2: - GLUING MISLOOK THE MISALIGN PRINT BECAUSE NO POKAYOKE MARK FOR THIS ITEM. Why 3: Why 4: Why 5:

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FINAL CONCLUSION

OCCURRENCE ROOTCAUSE	OUTFLOW ROOTCAUSE
- MIXED THE 1pc REJECT TRIAL RUN IN SAMPLING.	- DIECUT THIS ITEM WITH ROUGH SURFACE ON TOP AND NO POKAYOKE MARK INDICATED FOR THIS ITEM.

IMMEDIATE ACTION: (Action to be done to contain/ temporary correct the problem found)

A. Sorting Result

	Location	Total Stock	NG	Total Good
RM	N/A			
WIP	N/A			
FG	HPI - Customer	100	1	99

B. Orientation

Date	N/A	Time	N/A
T...	N/A		
Attendees	N/A		

C. Reworking

Rework Quantity	N/A
Total Good	N/A
Rework Percentage (Good)	N/A

CORRECTIVE ACTION: (Actions to be done to ensure that the problem will not happen again)

	Actions to be done to eliminate recurrence	Who / When
System	Establish Work Instruction regarding of standard checking of carton boxes	QA 20 01 10 Status: DONE
Design / Tools	N/A	N/A
Process	- PUT X MARK TO REJECT TRIAL RUN - IMMEDIATE PLACE OF REJECT IN REJECTION BOX (ORIENTATION) - PUT POKAYOKE MARK FOR THIS ITEM	200103 PRODUCTION 200103 PRODUCTION NEXT RUNNING

II. QA ROOTCAUSE VERIFICATION (To be filled out by QA In-charge)

Date Conducted: 20 01 03 PIC: A. Vergara

Identified Rootcause	Recommendation
~ The NG carton Box was came from the Trial run based on the J.O. the good quantity from printing process is 811 pcs. w/ 1pc trial run & used it as pads for good item but based on the Output of diecut machine they have 812 pcs. (meaning the trial run included)	Put 2 suteban marking on the edge of the corrugated boards to easily monitor the printing movement

III. CORRECTIVE ACTION VERIFICATION (To be filled out by QA In-charge)

	Checked by	Date	Implemented?		Remarks
1st Verification of Action	A. Vergara	20 01 03	[✓] Yes	[ ] No	All corrective action are fully implemented
2nd Verification of Action	A. Vergara	20 01 03	[✓] Yes	[ ] No	Recommendation is implemented
3rd Verification of Action			[ ] Yes	[ ] No	
Effectiveness of Action	A. Vergara	20 05 09	[✓] Yes	[ ] No	C.A. & Recommendation is effective

QUALITY ASSURANCE DEPARTMENT
CLOSED
DATE AND SIGNATURE 200625

Note: If no same defects / problems occurs for 5 consecutive deliveries, corrective action is considered effective / closed. If the same problem occurs within 5 consecutive deliveries or 3rd verification of action still not yet implemented, Investigation Report shall be re-issued to the affected department to provide new improvement action.

IV. CLOSURE

Status:	Remarks:	Approved by:		Process Owner Acknowledgment: (Receiving Section)	
[✓] Closed [ ] Still Open [ ] Re-Issue IRF		QA Supervisor Date: 20 07 08	QA Asst. Manager Date: 20 07 08	Line Leader Date: 200713	Department Head Date: 20 07 13

No mat 10/7 12:35pm 3:35Am

https://3389427.app.netsuite.com/app/site/hosting/scriptlet.nl?scrip..

KANEPACKAGE PHILIPPINE, INC.

NETSUITE QA TRANSFER TO FG BY: JUNMAR 993 DATE: 191009 TIME: 2228

1173

Light Industry Science Park II, National Highway, Calamba, 4027 Laguna
Tel:(049) 545 7166/67
Fax(049)544-0010

SO No. :	Sales Order #SO-19-G-01739
JO No. :	WO-19-G-0739-6 01739-6
ISSUED BY :	Jhoana de Guzman
DATE ISSUED :	3-OCTOBER-2019
CUSTOMER	HIBLOW PHILIPPINES INC.

Item Description:	DB08005110-01A 80-xp box w/ insert pad	Memo :	
Quantity:	800 Piece	BK Code :	DB08005110-01A
Delivery Date:	9-OCTOBER-2019		

Material Description	Qty To Be Used	Cut Size	No. of Cuts	Actual Qty Used	DR No.	Supplier	Batch No.	Issued By
615 X 1025 CF TX200/CM125/TX200	812	0	0 pcs	812	14439	TS		BOYET 10/7

PROCESS	Finished Date	Finished Time	GOOD QTY	REJECT QTY Trial run	REJECT QTY In-house	REJECT QTY Supplier	OPERATOR	Remarks
1.EODS APR1007	10/7		811	1	—	—	MONTH	
2.DIECUT S1700	10/7		812		—	—	AMBER ARJAY	
3.DETACHING	10/08		812		—	—	JEFFRY / JONIX	
4.GLUING CONVEYOR 1	10/09	0955	883				MARJAY/EDUARD ARROH	
5.Lot Numbering	10/9		883				Jesa / Kenno	
6.SCREENING	10/09							
QA BUNDLE			883				JESIE RENDO	closed

REJECTION HISTORY

1. (A). Occurrence Date: 01/03/19, (B). Problem: Poor Print, (C). NG Quantity: 30 PCS., (D) Rootcause: Foreign material attached on the cyrel
2. (A). Occurrence Date: 08/15/19, (B). Problem: Misaligned Diecut, (C). NG Quantity: 237 PCS., (D) Rootcause: Warp boards and uneven sheet size
3.
4.
5.

PRODUCTION OUT BY: elle DATE: 191009 NETSUITE

WAREHOUSE OUT

NOTES

1. The operator should always check if the cyrel to be used is clean
2. The operator should request for recondition of boards (if warp) and tapping of sheets prior feeding
3.
4.
5.

10/7

PR-007-F07

Ava-1. MATS 231 JOHV

JO Received By(WHSE): ____________________
Signature over printed name/Date/Time

JO R

KANEPACKAGE PHILIPPINE, INC.		FORM QA 10 REV. 2
CUSTOMER	: HIBLOW PHILIPPINES INC.	
ITEM CODE	DB08005110-01A	RoHS OK
ITEM DESCRIPTION	: 80-XP OUTER BOX W/ INSERT PAD	
LOT NO.	: 191009 - WO-19-G-0739-6	QA-CG508
QUANTITY	: 10 pcs. MP	QA PASSED

03/10/2019, 11:12 pm

KANEPACKAGE PHILIPPINE INC.

SCREENING QUALITY ASSURANCE INSPECTION REPORT (CORRUGATED AND MOULDED ITEMS)

Control No. **SQA-10-001173**

I. Item Information

Customer	HIBLOW PHILIPPINES INC		
Location	CAVITE	Inspection Date	191009 Shift: ☐ Day ☑ Night
Item Code	DB08005110-01A	Delivery Date	191009
Item Description	BOX W/INSERT PAD	Job Order No.	WO-19-G-01739-6
Model	N/A	Job Order Qty.	800
Drawing Revision Number	Rev. 04	Inspection Method	☑ 100% ☐ Sampling
External Provider		Delivery Receipt No.	

II. Dimensional Inspection

Time Conducted Sample #1: 6:30 pm | Time Conducted Sample #2: 7:30 PM | Time Conducted Sample #3: 8:00 pm

Checkpoints	Drawing Specs	Tolerance	Sample #1	Sample #2	Sample #3	Checkpoints	Drawing Specs	Tolerance	Sample #1	Sample #2	Sample #3
1	265	+-3	265	266	265	16	47	+-3	47	48	47
2	134	+-3	134	135	134	17	21	+-3	21	20	29
3	200	+-3	201	200	201	18	67	+-5	68	67	68
4	270	+-3	270	271	270	19	83	+-5	83	84	85
5	271	+-3	271	270	270	20	24	+-5	24	25	24
6	139	+-3	138	139	138	21	5	+-5	51	52	53
7	~~140~~ 139	+-3	140	139	138	22	251	+-5	251	250	251
8	~~137~~ 40	+-3	40	40	40	23	140	+-5	141	140	141
9	~~232~~ 137	+-3	137	138	137	24	138	+-5	138	139	138
10	~~180~~ 232	+-3	232	234	233	25	95	+-5	95	94	95
11	136	+-3	136	137	136	26	95	+-5	97	96	95
12	26	+-3	26	27	26	27	27	+-5	29	28	29
13	28	+-3	28	29	30	28	104	+-5	104	103	102
14	585	+-3	588	584	585	29	119	+-5	119	120	121
15	224	+-3	224	223	224	30	43	+-5	43	44	43

III. Visual Inspection (Leave cell blank if no detection on Applicable Criteria. Ensure to put actual quantity of defect based on clasification or "N/A" if Not Applicable)

A. CORRUGATED ITEM / BOX / DANPLA	In-house	External Provider	Total Quantity
Scoring			
Grain Direction			
Paper Shade (Off Color)			
Bubbles			
Blister			
Wrinkle			
Delamination			
Uneven Kraft liner			
Warpage			
Cracking on edge			
Bursting / Bursting on Edge (Crowfeet)			
Wrong die-cut orientation			
Inverted die-cut			
Close Gap/ Wide Gap			
Missing Print/ Character			
Blotted Print			
Smeared Print			
Other Print Defect : ___			
Linemark			
Fish-eye			
Stain : ___			
Excess Glue			
Gluing Defect : ___			
Worn-out			
Dent			
Punctured			
Tear-off			
Peel-off			
Damages : ___			
Others :			

B. PALLET	In-house	External Provider	Total Quantity
Condition of Wood	N/A	N/A	N/A
Rusty Nail	N/A	N/A	N/A
Warping	N/A	N/A	N/A
Fumigation Stamp	N/A	N/A	N/A
Crack/ Damages	N/A	N/A	N/A
Others	N/A	N/A	N/A

C. CORRUGATED PALLET	In-house	External Provider	Total Quantity
Color of Carton (Discoloration)	N/A	N/A	N/A
Flute of Material	N/A	N/A	N/A
Type of Adhesion	N/A	N/A	N/A
Adhesion of Runner	N/A	N/A	N/A
Rusty Wire	N/A	N/A	N/A
Wrong Orientation	N/A	N/A	N/A
Others : ___	N/A	N/A	N/A

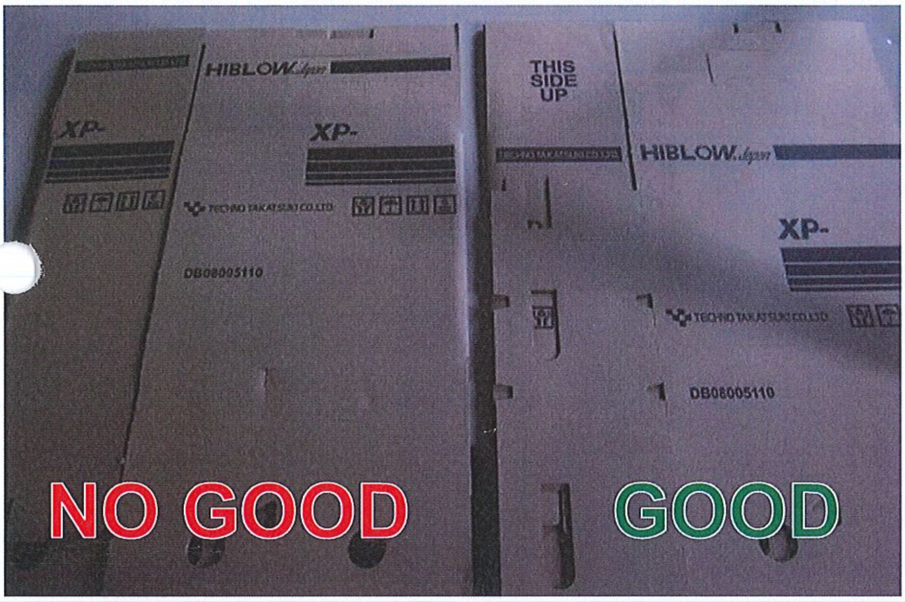
D. MOULDED ITEMS	In-house	External Provider	Total Quantity
Poor Fusion	N/A	N/A	N/A
Chip Off	N/A	N/A	N/A
Warp / Deform	N/A	N/A	N/A
Crack	N/A	N/A	N/A
Broken	N/A	N/A	N/A
Scratches	N/A	N/A	N/A
Foreign Materials	N/A	N/A	N/A
Wet / Moist	N/A	N/A	N/A
Dirt	N/A	N/A	N/A
Stain : ___	N/A	N/A	N/A
Discoloration	N/A	N/A	N/A
Excess Flashes	N/A	N/A	N/A
Others :	N/A	N/A	N/A

KANEPACKAGE PHILIPPINE INC.	# ABNORMALITY REPORT	Control No. **AR-12-00395**

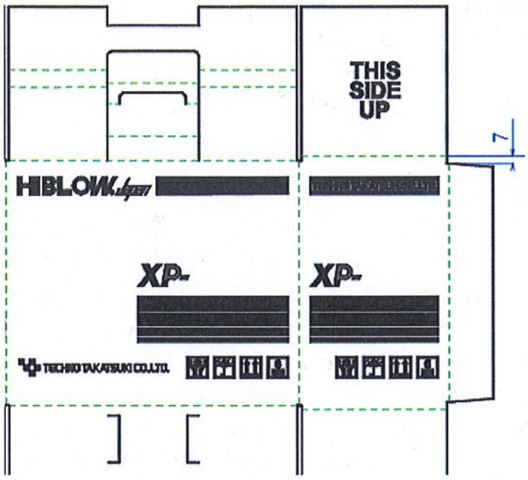
I. Item Information

Item Code	DB08005110-01A	Customer	HIBLOW
Item Description	80-XP OUTER BOX WITH INSERT PAD	Delivery Date	12/2/2019
Detection (Section / Area)	CUSTOMER - END USER	Job Order Number	WO-19-G-01739-6
Inspection Date	12/26/2019	External Provider	IN-HOUSE
Affected Quantity	1 PC. / 100 PCS. Reject % : 1.00%	Date Received	12/26/2019
Problem Description	Misalign Print	Delivery Receipt Number	N / A

II. Visual Reference (Defect Illustration)



DRAWING REQUIREMENTS:



The printing location of the item should be 7mm below the creasing line w/ ±5mm tolerance

III. Documented Information Review (To be filled out by QA Line leader)

Related Doc. Info.	Control Number		
☐ Procedure Manual :		Requirement on Doc.:	As per drawing the printing location of the item should be 7mm below the creasing line w/ ±5mm tolerance
☒ Technical Drawing :	HPI-0127-01AB-04	Actual:	The print of the item exceeded on the creasing line
☐ Work Instruction :			
☐ Job Order :		Conclusion and Recommendation:	☐ Applicable ☒ Not Applicable
☐ Reports :			
☐ Defect Limit:			

IV. Disposition

☒ Rejected ☐ Conditional (Please indicate details)

☐ Backload

	Person In Charge	Target Date	Signature
☐ For Sorting			
☐ For Rework			

Remarks

Detected by	Checked by	Approved by	Noted by
Adrian Vergara	Nico Orlanda	Roderick Ramos	Rexel Almario / Stela Ortega
QA Inspector	QA Line Leader	QA Supervisor	QA Head

Important: Backloading Policy (External Provider Rejects) *If rejection rate is more than 80% of the total quantity shall be approved by Top Management first before backloading.*	Evaluation	Approved by	Final Disposition
	☐ <80% No Need		☐ Backload
	☐ >80% Need		☐ Accept
		Top Management	☐ Other ____________

Note: All details must be filled out completely.
Submit this form to Line Leader immediately after accomplishment.

QA-003-F13 REV.02

KANEPACKAGE PHILIPPINE INC.

ABNORMALITY REPORT

V. Item Information			
Item Code	DB08005110-01A	Customer	HIBLOW
Item Description	80-XP OUTER BOX WITH INSERT PAD	Delivery Date	43801
Detection (Section / Area)	CUSTOMER - END USER	Job Order Number	WO-19-G-01739-6
Purchase Order Number	N / A	External Provider	IN-HOUSE
Delivery Receipt Number	N / A	Item Date Received	12/26/2019

VI. Sorting Details/ Instructions	100% Sorting

VII. Sorting Details/ Instructions

Sorting Date	Sorting Time		No. of Man-power	Lot Number	Sorted Quantity	Reject Quantity	Defect Name	Sorted by
	Start	End						
12/27/2019	8:30 A.M.	8:35 A.M.	1	191202-WO-19-G-02055-2	12 PCS.	2	Punctured , Worn-out	A.Vergara

	Total Sorting Hours	Total No. of Manpower	Total Sorted Quantity	Total Reject Quantity	Total Good Quantity	Rejection Rate (%)
Sorting Result	0.0833	1	12	2	10	20.00%
R&R Verification	N / A	N / A	N / A	N / A	N / A	N / A

VIII. Reworking Details (Reworkable)	N / A

IX. Reworking Result

Reworking Date	Reworking Time		No. of Man-power	Lot Number	Reworked Quantity	Good Quantity	Reject Quantity	Rejection Rate (%)
	Start	End						

Prepared by	Checked by	Approved by	Noted by
N / A	N / A	N / A	N / A
RNR Staff	QA Line Leader	QA Supervisor	QA Head

Note: All details must be filled out completely.
Submit this form to Line Leader immediately after accomplishment.

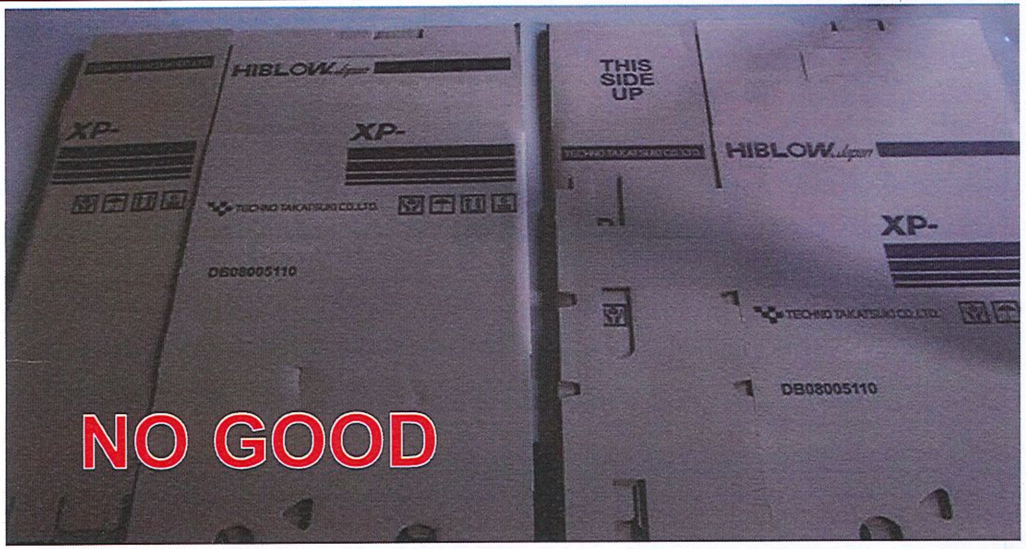
QA-003-F13 REV.02

KANEPACKAGE PHILIPPINE INC.
QUALITY ALERT

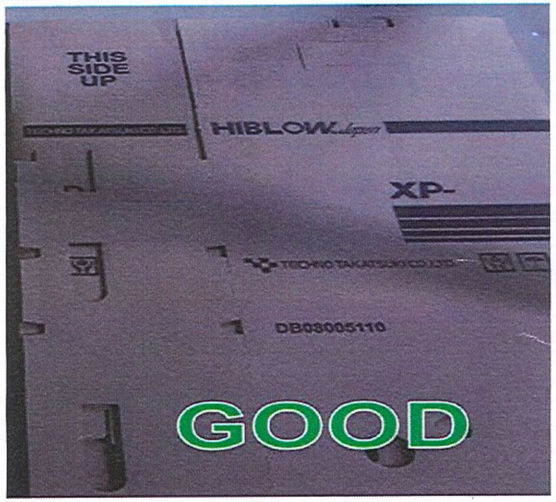
Date Prepared	Prepared by	Checked by	Approved by	Received by
27-Dec-19	A. Vergara	P. Filipinas / N.Orlanda	S. Ortega	

CUSTOMER	HIBLOW	DATE ENCOUNTERED	26-Dec-19	AFFECTED QUANTITY	100 PCS.
PART NO.	DB08005110-01A	AFFECTED LOT NO.	191009-WO-19-G-0739-6	DEFECT QUANTITY	1 PC.
PART NAME	80-XP OUTER BOX WITH INSERT PAD	DETECTED BY	CUSTOMER - END USER	DEFECT CATEGORY	MISALIGN PRINT

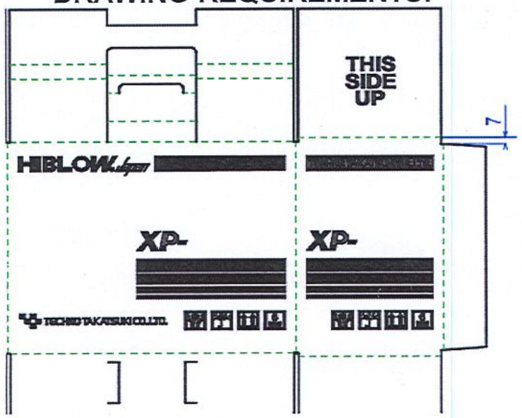
NO GOOD ILLUSTRATION



GOOD ILLUSTRATION



DRAWING REQUIREMENTS:



The printing location of the item should be 7mm below the creasing line w/ ±5mm tolerance

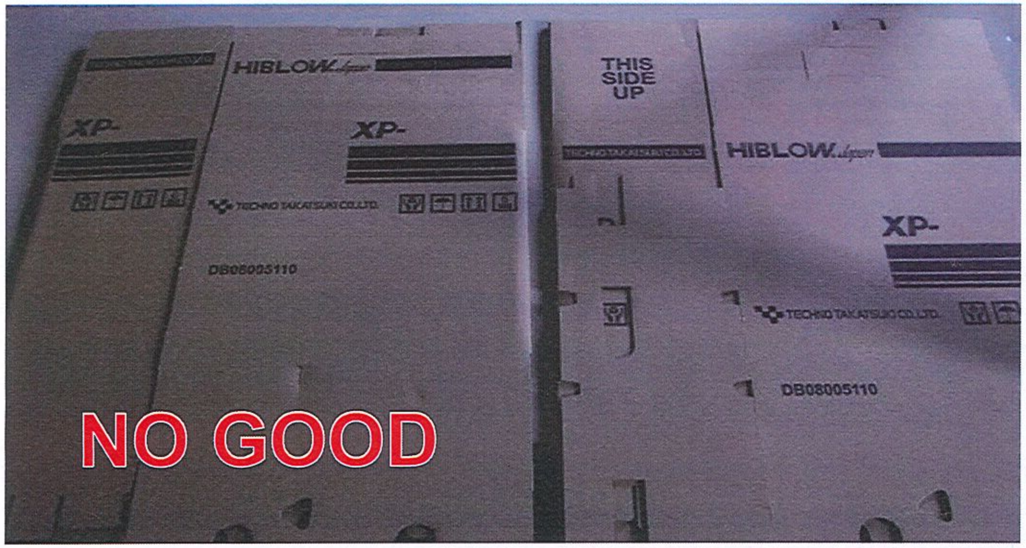
EMPLOYEE NAME	SIGNATURE	DATE
Jesamine Jarito		12/28/19
Kim Carla Abaygar		12/28/19
Jake Matuba		
Thom Hill Pasagui		12/28/19
Reynante Jr, Obina		19/12/28
Kenno Gallos		19/28/19
Erwin Montepalcon		19/28/19
Ferdinand Cayao		19/12/28
RPW Mendoza		19/12/28
Jhemonroe Villaflondo		19/12/28
Francis Alcuran		19/12/28
Felix Calumbo		19/12/28
Jesie Mendoza		191228
Jayvee Pamplona		191228
Jefferson Principe		19/228
Marvin D. Pena		19/228

KANEPACKAGE PHILIPPINE INC.
QUALITY ALERT

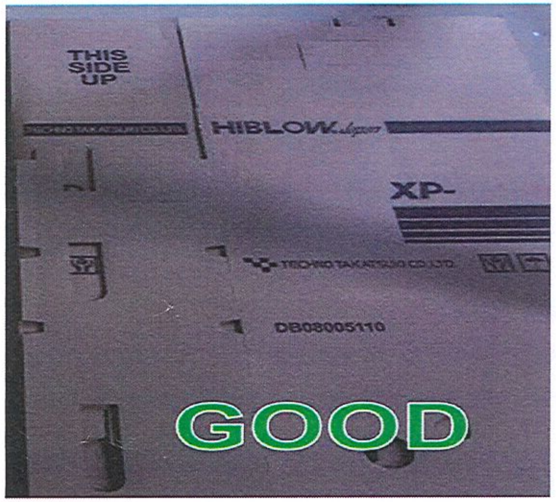
Date Prepared	Prepared by	Checked by	Approved by	Received by
27-Dec-19	A. Vergara	P. Filipinas / N.Orlanda	S. Ortega	

CUSTOMER	HIBLOW	DATE ENCOUNTERED	26-Dec-19	AFFECTED QUANTITY	100 PCS.
PART NO.	DB08005110-01A	AFFECTED LOT NO.	191009-WO-19-G-0739-6	DEFECT QUANTITY	1 PC.
PART NAME	80-XP OUTER BOX WITH INSERT PAD	DETECTED BY	CUSTOMER - END USER	DEFECT CATEGORY	MISALIGN PRINT

NO GOOD ILLUSTRATION



GOOD ILLUSTRATION



DRAWING REQUIREMENTS:

The printing location of the item should be 7mm below the creasing line w/ ±5mm tolerance

EMPLOYEE NAME	SIGNATURE	DATE
NIÑO RMBEN Bertiz		200103
J.J Calva		200103
Robert Desito		200103
JOLITO AGEJO		200103
CLEMAR BELARDO		200103

KANEPACKAGE PHILIPPINE, INC.

MINUTES OF THE MEETING

DATE: 200/03 TIME START: 1130H FINISHED: 1135H VENUE: EGOS AREA

ATTENDEES:

NAME	DEPT.	SIGN
NIÑO BENTIL	PROD.	
J.J Calva	Prod.	
Robert Dejito	Prod.	
JOLITO ACEJO	PROD.	
Clonar Belarolo	Prod.	

NAME	DEPT.	SIGN

AGENDA: ORIENTATION REGARDING MISALIGN PRINT OF H/BLOW DB08005110-01A 80-XP OUTER BOX WITH INSERT PAD

MINUTES:

page 1 of 1

OCCURENCE ROOT CAUSE - THE 1pcs REJECT TRIAL RUN MIXED WITH THE SAMPLING BECAUSE IT WAS NOT IMMEDIATELY PLACE IN THE REJECTION BOX.

OUTFLOW ROOT CAUSE - THE NEXT PROCESS DIDN'T NOTICE THE MISALIGN PRINT BECAUSE ITEM WAS DIE-CUTTED IN TO ROUGH SURFACE AND NO POKAYOKE MARK INDICATED FOR THIS ITEM.

CORRECTIVE ACTION - PUT X MARK TO REJECT TRIAL RUN
- IMMEDIATE PLACE OF REJECT IN REJECTION BOX.
- PUT POKAYOKE MARK IN CYREL (NEXT RUNNING)

Follow up meeting: *(date & time)*

for KPPI fill up only

Prepared by: GERARD DE GUZMAN *Reviewed by:* *File copy received by:*