1044

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

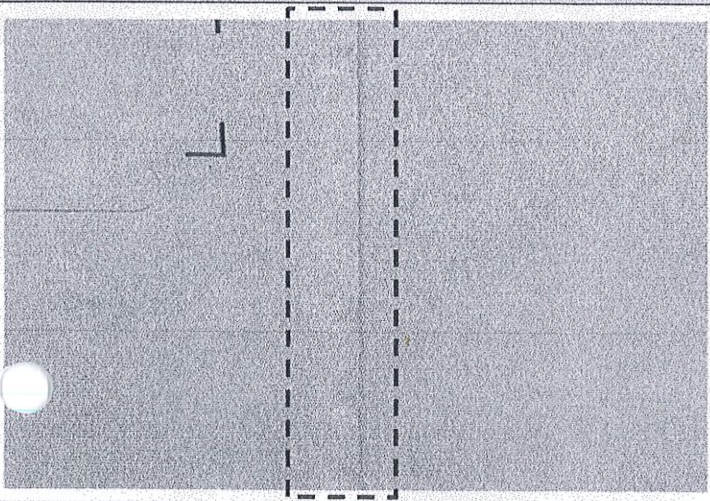
INVESTIGATION REPORT FORM (IRF)

☐ Inhouse Detection ☒ Customer Claim

Control No.: 152 Date Issued: 20 01 22

Customer	XYLEM	Attention To	Mr. Gerald De Guzman / Ms. Weena Apalla
Item Code	839N	Department	PRODUCTION
Item Description	CARTON VERT OUTER BOX	Date of Detection	20 01 20
Job Order Number	WO-SO-IPD-638-1A	Section Detected	CUSTOMER - SFLI

ILLUSTRATION OF THE PROBLEM



☒ Major ☐ Minor

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

Nature of Defect:

NO STITCH

Requirement:

W/ STITCHING

Actual:

STITCH MARKS ONLY

NO. OF OCCURRENCE	DISPOSITION	AREA OF OCCURRENCE / ORIGIN		CONTENT
☐ First	☐ Hold	☐ Slotter	☐ Gluing	☐ Material
☒ Recurrence	☐ Special Acceptance	☐ EQOS	☐ Vertical	☐ Dimension
No.: 2nd	☐ For Rework	☐ Diecut	☒ Others:	☒ Appearance
Date: 20 01 20	☒ Reject / Disposal	☐ Detaching	STITCHING	☐ 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: Why 2: Why 3: NOT A FACTOR Why 4: 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: - OPERATOR MISSED TO STITCH Why 2: THE OTHER GLUE TAB Why 3: - ITEM IS PRONE TO MISSING STITCH Why 4: BECAUSE IT WAS TWO JOINTS AND Why 5: GLUED BEFORE ARM STITCHING PROCESS.	Why 1: Why 2: - NO CHECKING REQUIRED AFTER Why 3: FINISHED THE STITCHING. Why 4: Why 5:

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FINAL CONCLUSION

OCCURRENCE ROOTCAUSE	OUTFLOW ROOTCAUSE
- ITEM PRONE TO MISSING STITCH BECAUSE IT WAS TWO JOINT AND GLUED BEFORE ARM STITCHING PROCESS.	NO CHECKING REQUIRED AFTER FINISHED THE STITCHING

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	CUSTOMER - SFLI	100	1	99

B. Orientation

Date	N/A	Time	N/A
Title	N/A		
[illegible]ees	N/A		

C. Reworking

Rework Quantity	1 PC.
Total Good	1 PC.
Rework Percentage (Good)	100 %

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	N/A	N/A
Design / Tools	N/A	N/A
Process	PLS. SEE ATTACHED	

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

Date Conducted: 20 01 28 PIC: A. Vergara

Identified Rootcause	Recommendation
~ The operator skipped the second glue tab because the box was not flip, the operator forge to flip the box becaus HS operator forgot stitching the operator	~ The operator should alway check the inner portion of the item if the stitch pierce through the db flute ~ Make guidelines for avoiding the missing stitch as operator reference ~ Machine transfer from Arm Stitching to table Stitching

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 28	[✓] Yes [ ] No	Corrective Actions were implemented (see also the recommendation)
2nd Verification of Action			[ ] Yes [ ] No	
3rd Verification of Action			[ ] Yes [ ] No	
Effectiveness of Action	A. Vergara	20 02 28	[✓] Yes [ ] No	Recommendation is effective

QUALITY ASSURANCE DEPARTMENT
CLOSED
DATE AND SIGNATURE: 200528

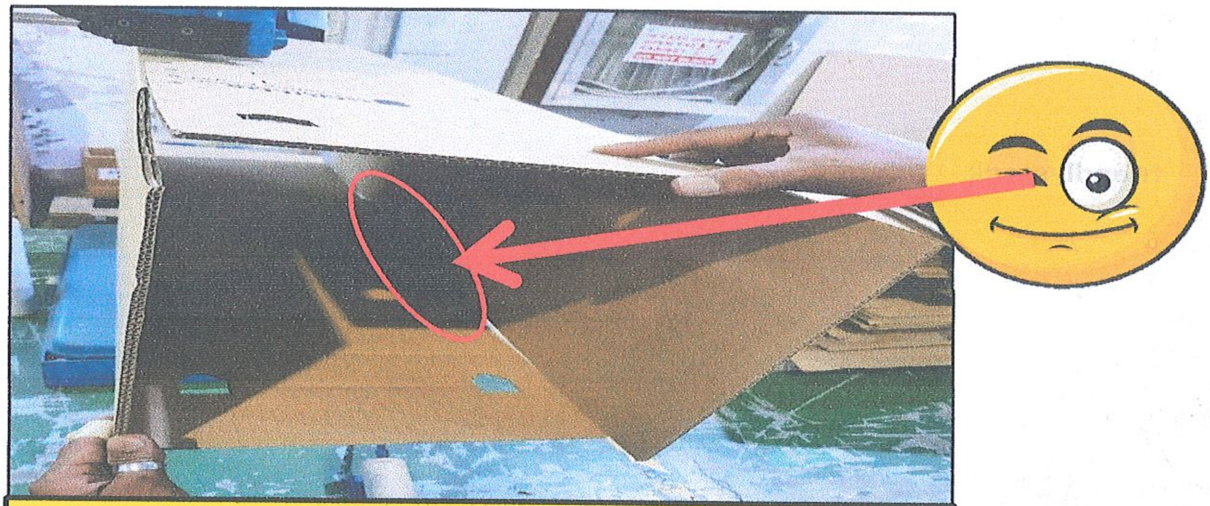
Note: If no same defects / problems occurs for 5 consecutive deliveries, corrective action is considered effective / closed. If the same problem occurs within 5 consecutive deliveries or 3rd verification of action still not yet implemented, Investigation Report shall be re-issued to the affected department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

IV. CLOSURE

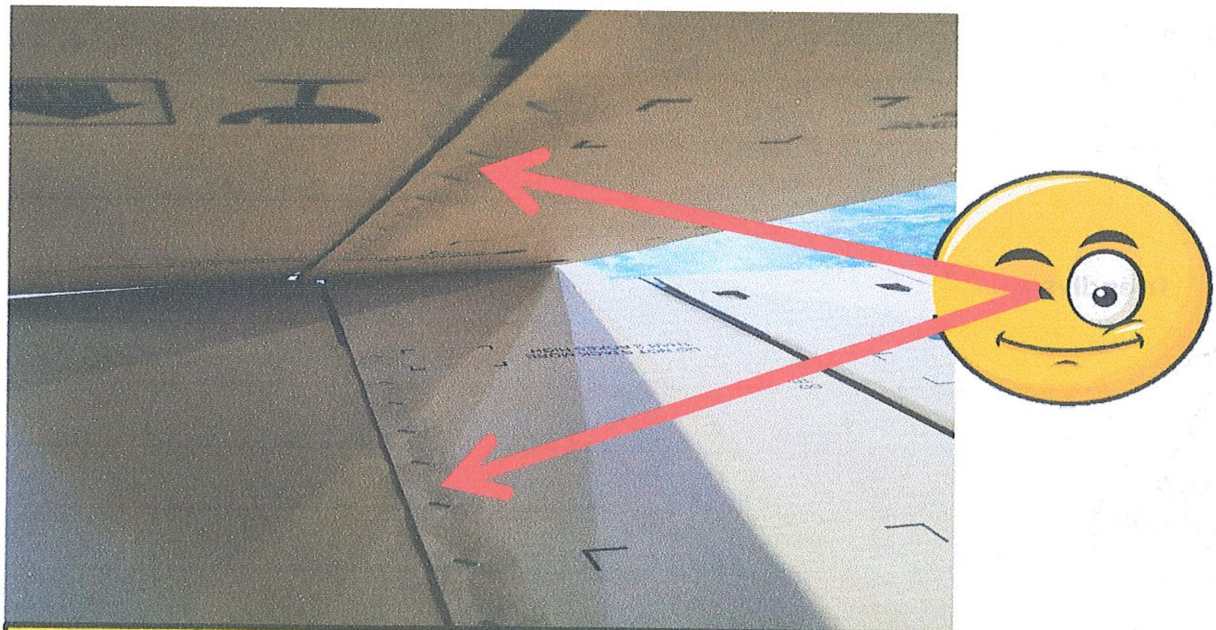
Status:	Remarks:	Approved by:		Process Owner Acknowledgment: (Receiving Section)	
[✓] Closed [ ] Still Open [ ] Re-Issue IRF	5 lots running no occurence of no stitch	QA Supervisor Date: 200108	QA Asst. Manager Date: 200708	Line Leader Date: 200713	Department Head Date: 20 07 13

INVESTIGATION REPORT FOR NO STITCH OF XYLEM 839N OUTER BOX

CORRECTIVE ACTION PROCESS



UPON MASS PRODUCTION CONDUCT 100% VISUAL CHECKING OF INNER DIMENSION AT GLUE TAB SIDE IF HAVE STITCH.
200123



FACE TO FACE GLUE TAB PALLETIZING.
OPERATOR GOT TRIGGER IF THERE IS NO STITCH GLUE TAB ALSO TO ELIMINATE THE STITCH MARK DEFECT.
200123