2109

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

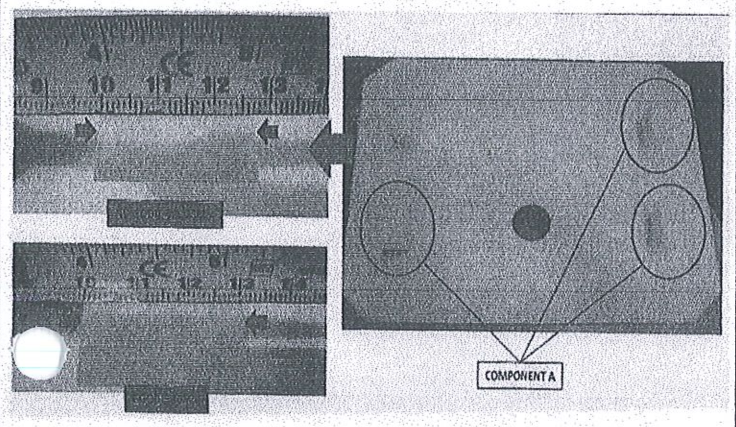
INVESTIGATION REPORT FORM (IRF)

☒ Inhouse Detection ☐ Customer Claim

Control No.: 154 Date Issued: 20 01 23

Customer	TRC	Attention To	Mr. Gerald De Guzman / Ms. Weena Apalla
Item Code	5148085-00	Department	PRODUCTION
Item Description	PAD, ADF, U	Date of Detection	200122
Job Order Number	WO-20-M-00092-1	Section Detected	QA - OQA

ILLUSTRATION OF THE PROBLEM



☒ Major ☐ Minor

Lot Quantity (pcs.)	Affected Quantity (pcs.)	Reject Percentage
330	27	8.18%

Nature of Defect:

WRONG THICKNESS

Requirement:

Component A thickness should be 30mm ± 1mm tolerance

Actual:

Component A thickness ranging from 26mm to 28mm

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	PRESSING	☐ 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: > ±1mm TOLERANCE IS DIFFICULT TO MEET FOR EPERAN CUSHION SPECIALLY IF UNDERGO SLICING AND HEATING PROCESS. Why 2: Why 3: > THERE IS OCCURENCE EVEN YOU GOT THE CORRECT DIMENSION IN ONE CORNER OF EPERAN THERE IS DISCREPANCY IN OTHER CORNER AND MIDDLE PORTION OF EPERAN. Why 4: Why 5: > HEATING PROCESS ALSO CONTRIBUTE TO REDUCE THE DIMENSION OF EPERAN CUSHION DURING PROCESS.	Why 1: Why 2: - ONLY SAMPLING IS REQUIRED IN CHECKING OF EPERAN CUSHION. Why 3: Why 4: Why 5:

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FINAL CONCLUSION

OCCURRENCE ROOTCAUSE	OUTFLOW ROOTCAUSE
- MATERIALS CONDITION, MACHINE AND PROCESS ARE THE FACTOR TO REDUCE THE THICKNESS REQUIREMENT	- ONLY SAMPLING IS REQUIRED IN CHECKING OF EPERAN CUSHION

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	N/A	330	27	323

B. Orientation

Date	N/A	Time	N/A
Title	N/A		
Attendees	N/A		

C. Reworking

Rework Quantity	27 PCS.
Total Good	27 PCS.
Rework Percentage (Good)	100.00%

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	- IF POSSIBLE ADJUST THE TOLERANCE TO ± 3mm - ADJUST + 1 TO 2mm DIMENSION IN SLICING PROCESS IF THE EPERAN CUSHION UNDERGO PRESSING AND HEATING PROCESS.	SALES & DESIGN PRODUCTION 200127

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

Date Conducted: 20 01 24 PIC: A. Vergara

Identified Rootcause	Recommendation
~ the thickness of component A reach up to 28mm ~ 26mm due to the cut materials was exact on the requirement based on the drawing (Req. is 30mm). The thickness was reduced due to heating process.	~ Every time the eperan components undergo heating, pressing & hotmelt process the ~~should cut~~ material should be cut with 2-3mm allowance ~ (Suggestions) Incorporate the allowance needed in the drawing for eperan components

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 24	[✓] Yes [ ] No	Corrective Action is implemented (Except for item #1)
2nd Verification of Action			[ ] Yes [ ] No	
3rd Verification of Action			[ ] Yes [ ] No	
Effectiveness of Action	A. Vergara	20 08 27	[✓] Yes [ ] No	C.A. is effective

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: 21 01 11	QA Asst. Manager Date: 21 01 11	Line Leader Date: 21 01 11	Department Head Date: 21 01 11

QUALITY ASSURANCE DEPARTMENT
CLOSED
DATE AND SIGNATURE 21 01 09