

**KANEPACKAGE PHILIPPINE INC.**

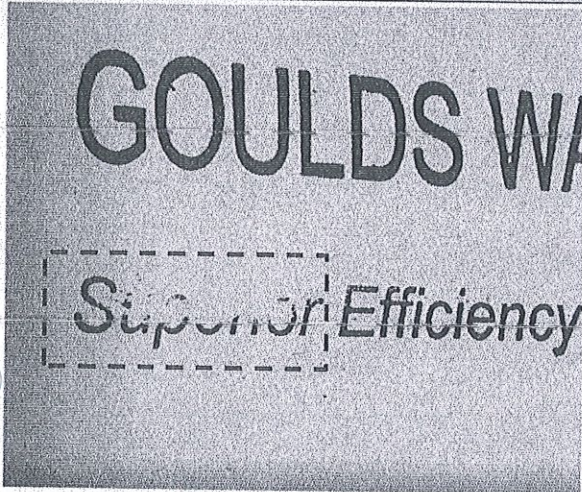
No. 5 Ring Road LISP II, Brgy. La Mesa, Calamba City, Laguna
Telephone No. (049) 545-7166 to 69
Fax No. (049) 545-6302

INVESTIGATION REPORT FORM (IRF)☐ Inhouse Detection☒ Customer Claim

Control No.: 155

Date Issued: 20-01-27

Customer	SUPERFLEX	Attention To	Mr. Gerald De Guzman / Ms. Weena Apalla
Item Code	839N	Department	PRODUCTION
Item Description	OUTER BOX	Date of Detection	20 01 24
Job Order Number	WO-SO-IPD-638-2A	Section Detected	CUSTOMER - SUPERFLEX

ILLUSTRATION OF THE PROBLEM

☒ Major		☐ Minor
Lot Quantity (pcs.)	Reject Quantity (pcs.)	Reject Percentage
150	1	0.67%

Nature of Defect:

INCOMPLETE PRINT

Requirement:

No missing print or poor print

Actual:

Ink transfered on the substrate in not complete

NO. OF OCCURRENCE	DISPOSITION	AREA OF OCCURRENCE / ORIGIN	CONTENT
☒ First ☐ Recurrence No.: _____ Date: _____	☐ Hold ☐ Special Acceptance ☐ For Rework ☒ Reject / Disposal	☐ Slotter ☒ EQOS ☐ Diecut ☐ Detaching ☐ Gluing ☐ Vertical ☐ Others: _____	☐ Material ☐ Dimension ☐ Appearance ☐ Process / Method
Issued by Adrian Vergara QA-IE Staff	Checked by Mr. Roderick Ramos QA Supervisor	Approved by Mr. Rexel Almario QA Asst. Manager	Received by (Receiving Section) 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: - THERE IS DENT MARK IN MATERIAL Why 2: THAT CAUSED INCOMPLETE PRINT. Why 3: - THE PRINT CHARACTER HIT THE Why 4: DENT MARK WHY THE PRINT Why 5: BECOME INCOMPLETE.	Why 1: - AFTER THE TRIAL RUN APPROVED Why 2: BY QA PATROL ONLY SAMPLING Why 3: ARE REQUIRED IN EQOS. Why 4: Why 5:

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INVESTIGATION REPORT FORM (IRF)**FINAL CONCLUSION****OCCURRENCE ROOTCAUSE**

- THE PRINT CHARACTER HIT THE DENT MARK WHY THE PRINT BECOME INCOMPLETE

OUTFLOW ROOTCAUSE

- ONLY SAMPLING ARE REQUIRED IN EGOS.

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

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

A. Sorting Result

	Location	Total Stock	NG	Total Good
RM	N/A			
WIP	N/A			
FG	CUSTOMER-SFLI	150	1	149

Actions to be done to eliminate recurrence**Who / When****B. Orientation**

Date	N/A	Time	N/A
Title	N/A		
Issues	N/A		

Design / Tools**C. Reworking**

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

Process

PROPER PALLETIZING AND STORAGE OF RAW MATERIALS.

QA & WAREHOUSE

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

Date Conducted: 20 01 28 PIC: A. Vergara

Identified Rootcause**Recommendation**

~No application of ink on the material since the rubber roller plate was not able to touch the affected part of the material because it has Dent mark. Dent marks may occur during material transfer from one process to another

-Separate the boards that has incomplete print due to dent mark

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	See 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

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

DATE AND SIGNATURE

Status:	Remarks:	Approved by:	Process Owner Acknowledgment: (Receiving Section)
☒ Closed	lots running no occurrence of same defects	 QA Supervisor	 QA Asst. Manager
☐ Still Open		 Line Leader	 Department Head
☐ Re-Issue IRF		Date: 20 07 08	Date: 20 07 13

