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# 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

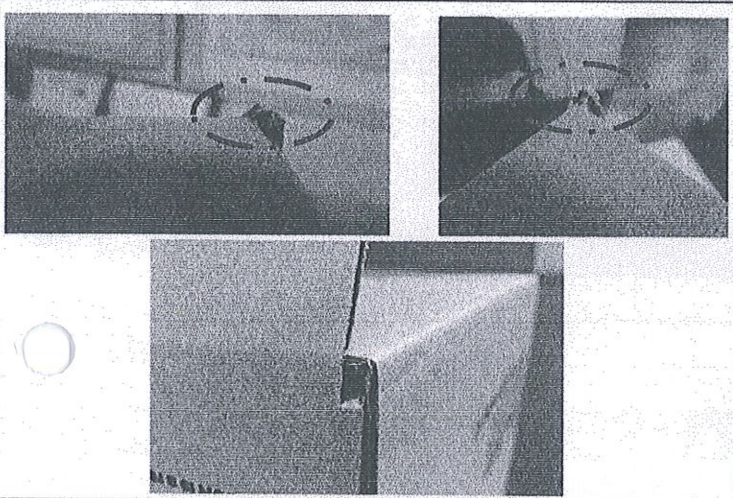
# INVESTIGATION REPORT FORM (IRF)

[x] Inhouse Detection   [ ] Customer Claim

Control No.: 161   Date Issued: 20 02 05

| | | | |
|---|---|---|---|
| Customer | EPSON IJP | Attention To | Mr. Gerald De Guzman / Ms. Weena Apalla |
| Item Code | 5157542-00 | Department | PRODUCTION |
| Item Description | INDIVIDUAL BOX | Date of Detection | 20 02 04 |
| Job Order Number | WO-TO-IPD-193-4 & WO-TO-IPD-193-5 | Section Detected | QA - OQA |

**ILLUSTRATION OF THE PROBLEM**



[x] Major   [ ] Minor

| Affected Quantity (pcs.) | Reject Quantity (pcs.) | Reject Percentage |
|---|---|---|
| 5,300 | - | #VALUE! |

**Nature of Defect:**

Misalign Slot

**Requirement:**

Slot depth should not be exceeded and within the creasing line

**Actual:**

Slot depth exceeded and not within the creasing line

| NO. OF OCCURRENCE | DISPOSITION | AREA OF OCCURRENCE / ORIGIN | | CONTENT |
|---|---|---|---|---|
| [x] First | [x] Hold | [ ] Slotter | [ ] Gluing | [ ] Material |
| [ ] Recurrence | [ ] Special Acceptance | [x] EQOS | [ ] Vertical | [x] Dimension |
| No.:________ | [x] For Rework | [ ] Diecut | [ ] Others: | [x] Appearance |
| Date:________ | [ ] Reject / Disposal | [ ] Detaching | ________ | [ ] Process / Method |

| Issued by | Checked by | Approved by | Received by (Receiving Section) |
|---|---|---|---|
| Adrian Vergara<br>QA-IE Staff | Mr. Roderick Ramos<br>QA Supervisor | Mr. Rexel Almario<br>QA Asst. Manager | Mr. Gerald De Guzman / Ms. Weena Apalla<br>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:<br>Why 2:<br>Why 3: NOT A FACTOR<br>Why 4:<br>Why 5: | Why 1:<br>Why 2:<br>Why 3: NOT A FACTOR<br>Why 4:<br>Why 5: |
| Design / Toolings | Why 1:<br>Why 2:<br>Why 3: NOT A FACTOR<br>Why 4:<br>Why 5: | Why 1:<br>Why 2:<br>Why 3: NOT A FACTOR<br>Why 4:<br>Why 5: |
| Process / Material | Why 1: - THERE IS RANDOM OF WARP MATERIALS ISSUED.<br>Why 2: - MOVEMENT HAPPENED IN WARP<br>Why 3: MATERIALS.<br>Why 4: - THERE IS UNTIMING MOVEMENT OF MATERIAL IN EQOS DUE TO WARP<br>Why 5: MATS, WHY THE SLOT GOT AFFECTED | Why 1: - APPROVED MASS PRODUCTION BY QA<br>Why 2: PATROL.<br>Why 3: - MISALIGN SLOT HAS RANDOMLY WHY OPERATOR AND QA PATROL CONTINUES<br>Why 4: THE PROCESS.<br>Why 5: |

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## FINAL CONCLUSION

| OCCURRENCE ROOTCAUSE | OUTFLOW ROOTCAUSE |
|---|---|
| UN-TIMING SLOT OF MATERIALS DUE TO WARPAGE OF MATERIAL | RANDOMLY OCCURENCE WHY THEY CONTINUED THE PROCESS |

**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 | QA SCREENING | 5,300 | - | 5300 - GOOD BY EPPI |

B. Orientation

| | | | |
|---|---|---|---|
| Date | 20 02 13 | Time | 1:35 P.M. - 1:40 P.M. |
| Title | ORIENTATION REGARDING MISALIGN SLOT OF EPSON NP 51319400 TMU-220 INDIVIDUAL BOX, PE1 | | |
| Attendees | EQOS Operators | | |

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 | N/A | |
| Design / Tools | N/A | |
| Process | - ORIENTATION REGARDING ABNORMALITY PROCEDURE<br>- RECONDITION OF MATERIALS<br>- CLASSIFICATION OF MAJOR AND MINOR DEFECT | PRODUCTION 200211<br>WAREHOUSE<br>-QA |

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

Date Conducted: 20 02 08 PIC: A. Vergara

| Identified Rootcause | Recommendation |
|---|---|
| ~There was a delay timing on slotting process in upper flap while advance timing on the bottom flap because the boards width was reduced since the materials are warp | ~Separate the flat boards to warp boards and process in separate setup since the setup of flat boards is not appropriate w/ warp materials |

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

| | Checked by | Date | Implemented? | | Remarks |
|---|---|---|---|---|---|
| 1st Verification of Action | A. Vergara | 20 02 14 | [✓] Yes | [ ] No | See C.A. & recommendation |
| 2nd Verification of Action | | | [ ] Yes | [ ] No | |
| 3rd Verification of Action | | | [ ] Yes | [ ] No | |
| Effectiveness of Action | A. Vergara | 20 09 19 | [✓] Yes | [ ] No | C.A. & 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

QUALITY ASSURANCE DEPARTMENT
CLOSED
DATE AND SIGNATURE 21 01 09

| Status | Approved by: | | Process Owner Acknowledgment (Receiving Section) | |
|---|---|---|---|---|
| [✓] Closed<br>[ ] Still Open<br>[ ] Re-Issue IRF | QA Supervisor<br>Date: 21 01 11 | QA Asst. Manager<br>Date: 21 01 11 | Line Leader<br>Date: 21 01 11 | Department Head<br>Date: 21 01 11 |